

Community Conversation on Flood Recovery

Stranraer and the Rhins
Stranraer Customer Services
2 March 2023

7 citizens joined Local Resilience Partner organisations to discuss the severe flooding that has recently affected householders and businesses.



Organisations present were:

- Dumfries and Galloway Citizens Advice Service
- Dumfries and Galloway Council, specifically teams from:
 - Community Planning & Engagement Unit
 - Community Resilience
 - Financial Inclusion & Wellbeing
 - Flood Risk Management
 - Infrastructure
 - Poverty & Inequalities
 - Roads
- Scottish Flood Forum
- Scottish Power Energy Networks
- Wheatley Homes South

Community Planning Partners would like to thank everyone for their contribution.

For more information or to discuss this feedback, please contact:

Kerry Monteith
Kerry.Monteith@dumgal.gov.uk
07920598900

Conversation

	You Said	We will ... or we can't because...
1	Roads - Flooding Issue from road, A716 at Whiteleys , possible issue with ditches.	Roads team will arrange a site visit to investigate
2	Stoneykirk, Sandhead and Ardwell Community Resilience team would like some help regarding flood issues in the community. They experience coastal flooding and have a process in place to fill and place sandbags to protect vulnerable properties. The resilience group are seeking land and storage for sand and bags out-with the floodplain and are seeking support.	<p>Flood Team discussed the flooding problems and number of properties impacted. Flood Team suggested Property Flood Resilience products may provide better protection that doesn't involve as much labour for the volunteers. The flooding team can carry out property surveys and provide advice on products for each property which would allow residents to take advantage of the flood grant scheme reducing costs if they wish.</p> <p>Dumfries and Galloway Council operate a subsidised PFR scheme that allows businesses and residents the opportunity to purchase property flood resilience measures in the form of door barriers, air vent covers and sandless sandbags. The scheme offers up to ½ price cost on products up to a maximum of £325 for residential and £500 for business properties, and has a number of products available direct from the Council, although it should be noted that applicants can still apply for the subsidised monies when purchasing their own alternative products. PFR does not prevent water ingress through walls which lack pointed or, more common on older properties, rising through floorboards due to poor construction methods of foundation. Following events of 30th December, a number of residents from across the region have requested a free survey as part of the scheme, and the Flood Risk Management Team are working to accommodate everyone and are unable to offer a timeline for new surveys at present. For more information visit https://dumgal.gov.uk/article/15834/Flood-product-subsidy-scheme</p> <p>Members of the Flood team are having a meeting 7/3/23 with community volunteers regarding a rewilding project and will have a face to face discussion then.</p>
3	Concerns raised regarding the potential impact of the Newton Stewart Flood Team on Fishing access to the river Cree	<p>Flood Team explained that the scheme is not yet at a stage where we are designing detail. Reassurance provided that the fisheries group and other local groups will be consulted once the scheme is at a design stage and we can look at these features and how they can best serve the community, the team welcome local knowledge and input.</p> <p>Advised that the group email address will be added to newsletter circulation list if it's not already on the list.</p>

4	<p>Residents from Station Street were looking for confirmation on dates for delivery of the flood protection works</p> <p>Residents looking for support and information on property flood resilience.</p>	<p>List of dates for procurement timescales and proposed start and finish dates provided. Protection options were discussed and Scottish Flood Forum were able to discuss more detail about specific products. https://dumgal.gov.uk/article/15834/Flood-product-subsidy-scheme</p>
5	<p>SP Energy - Stoneykirk, Sandhead and Ardwell Resilience Team, advice and support requested for their resilience centre at Sandhead Bowling Club in relation to equipment</p>	<p>To provide 12 Emergency Bags, which include blankets, torches etc to the resilience centre in Sandhead, will arrange delivery.</p>
6	<p>Community Resilience - discussion with Stoneykirk, Sandhead and Ardwell Community Resilience Team on funding</p>	<p>Applications are open for the Regionwide Coastal Benefit Fund and more information can be found here, https://www.dumgal.gov.uk/coastalfund</p>

Evaluation

3 citizens returned evaluation forms.

We asked how strongly they agreed with the following statements:

The information I needed to participate was provided and easy to understand	100% Agreed or Strongly Agreed
The day and time was convenient	100% Agreed or Strongly Agreed
The venue was suitable and in a good location	100% Agreed or Strongly Agreed
Staff were helpful	100% Agreed or Strongly Agreed
It was easy to take part and share my views	100% Agreed or Strongly Agreed
I had enough time to give an informed opinion	100% Agreed or Strongly Agreed
My views were listened to	100% Agreed or Strongly Agreed
I know what happens next	100% Agreed or Strongly Agreed
My skills, confidence and ability to take part in future events has improved	66% Agreed or Strongly Agreed

Community Conversation on Flood Recovery

Abbey Ward
Dalbeattie Town Hall
13 February 2023



47 citizens joined Local Resilience Partner organisations to discuss the severe flooding that has recently affected householders and businesses.

Organisations present were:

- Business Gateway
- Dumfries and Galloway Council, specifically teams from:
 - Communications Unit
 - Community Planning & Engagement Unit
 - Community Resilience
 - Financial Inclusion & Wellbeing
 - Flood Risk Management
 - Infrastructure
 - Poverty & Inequalities
 - Roads
- Scottish Flood Forum
- Scottish Power Energy Networks
- Wheatley Homes South

Community Planning Partners would like to thank everyone for their contribution.

For more information or to discuss this feedback, please contact:

Kimberley Phillips, Ward Officer

Email: Kimberley.Phillips@dumgal.gov.uk

Mobile: 07464 493771

Conversation

	You Said	We will ... or we can't because...
1	Can you provide information on property flood resilience / undertake Property Survey?	<p>Dumfries and Galloway Council operate a subsidised Property Flood Resilience (PFR) scheme that allows businesses and residents the opportunity to purchase property flood resilience measures in the form of door barriers, air vent covers and sandless sandbags. The scheme offers up to ½ price cost on products up to a maximum of £325 for residential and £500 for business properties and has a number of products available direct from the Council, although it should be noted that applicants can still apply for the subsidised monies when purchasing their own alternative products. PFR does not prevent water ingress through walls which lack pointed or, more common on older properties, rising through floorboards due to poor construction methods of foundation. Following events of 30th December, a number of residents from across the region have requested a free survey as part of the scheme, and the Flood Risk Management Team are working to accommodate everyone and are unable to offer a timeline for new surveys at present.</p> <p>For more information visit https://dumgal.gov.uk/article/15834/Flood-product-subsidy-scheme</p>
2	Who do I report sewerage flooding to?	<p>Details of those properties who had sewerage flooding were taken and information passed to Scottish Water to undertake a decontamination clean-up process. https://www.scottishwater.co.uk/</p>
3	Who is responsible for Watercourse clearance?	<p>Under Section 18 of the Flood Risk Management (Scotland) Act 2009 the Council are to “assess relevant bodies of water for the purposes of ascertaining whether the condition of any such body of water gives rise to a risk of flooding of land within or out with its area”, and where “the authority considers that clearance and repair works would substantially reduce that risk”, “prepare a schedule of those clearance and repair works”.</p> <p>Although the presence of vegetation within the Dalbeattie Burn is noted, the removal of this this is not thought to substantially reduce flood risk. The Council continue to undertake routine inspections of waterbodies in Dalbeattie.</p>

4	Who is responsible for the maintenance of the Dalbeattie Flood Protection scheme?	<p>The Flood Prevention Scheme was implemented in the early 1980's which protected property in the vicinity of Drumjohn Bridge, Corra and the some of the area of Dalbeattie by the Dalbeattie Burn. It consists of a number of walls, embankments, and non-return valves to prevent back watering from the burn.</p> <p>Under Section 18 of the Flood Risk Management (Scotland) Act 2009 the Council are to repair “artificial structures which form part of the bed or banks of a body of water” and a commitment is made in the Solway Local Plan District Flood Risk Management Plan “Dumfries and Galloway Council is to continue to inspect and maintain the Dalbeattie Flood Protection Scheme 1981”.</p> <p>Advice and Support to protect your property, belongings and family from flooding can be found at: Flooding - Dumfries and Galloway Council (dumgal.gov.uk)</p>
5	Who is responsible for Surface Water Runoff?	Under Scots law a property owner must accept water from an upstream neighbour if the water is following its natural line, i.e. it has not been artificially diverted. Where actions undertaken by one landowner is thought to have contributed to flooding of a downstream neighbour, they would require to demonstrate flood risk has been increased which may lead to a civil case.
6	What can be done to protect property from flooding of adjacent watercourse?	Those whose property adjoins a watercourse are known as riparian owners. The landowner(s) downstream is entitled to receive the flow undiminished in quantity and quality by upstream riparian landowner(s). The primary responsibility for avoiding or managing flood risk lies with land and property owners, and the Council operate a subsidised PFR scheme and can advise owners of potential measures that may protect their property from impacts of flooding.
7	What is the Council's responsibilities to maintain blocked road gullies and overgrown drainage channels?	Road gully cleaning forms part of our cyclical maintenance programme. Undertaken between Oct-Dec and again between March – April. We also reactively clean out gullies either picked up through our inspection process or from customer reported defects. Ditches and off lets are dealt with in the same way, dealing with roads by classification i.e. A,B,C & U class roads, resources permitting.

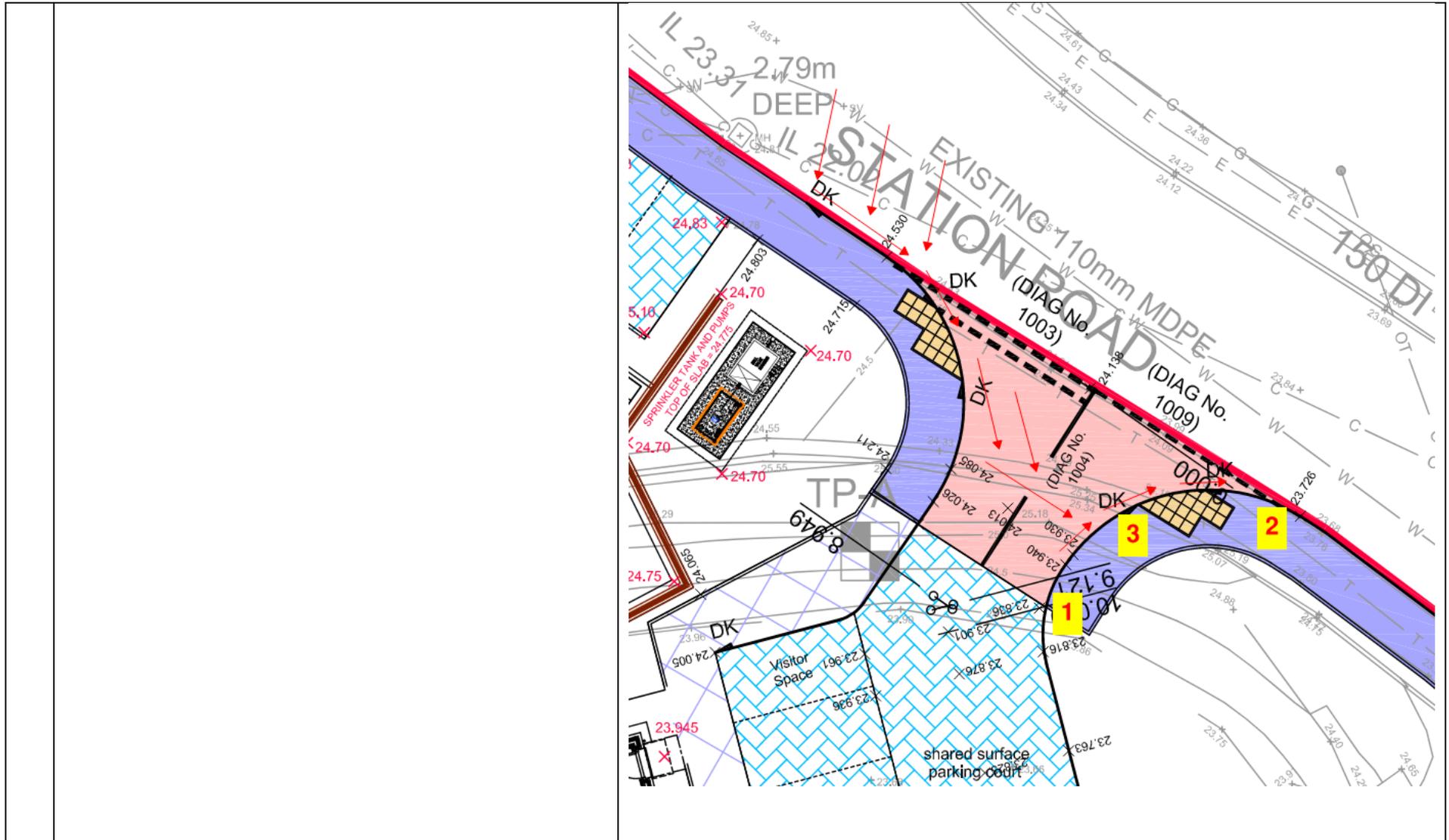
8	Who is to maintain road gullies on private roads?	The Roads Authority has no obligation to clean gullies on private roads, this responsibility falls to landowners.
9	What support and information is there for small, localised groups of people (e.g., people living on streets that regularly flood) to carry out their own resilience activities.	Anyone requiring support and information can contact the Senior Resilience Advisor james.richardson@dumgal.gov.uk
10	What are the options to support customers of Wheatley Homes-South in The Square, Port Street and Glenshalloch Road area regarding property level flood defence.	Wheatley Homes-South are already in discussion with Dumfries and Galloway Council's Flood Team regarding investigations of culverts and once undertaken will look at the options to support customers. https://www.wheatleyhomes-south.com/
11	How can we help and support individuals struggling with the increased cost of living.	<p>A number of leaflet packs were handed out at the community conversation (Worrying About Money Leaflet, Cost of Living Website, Warm Winter Clothes & Food Banks and Free School Uniforms and Period Poverty Projects) with contact numbers if any of the members of the public had any future queries. Further support can be found at: Cost of Living - Cost of Living DG (dumgal.gov.uk)</p> <p>Some Council Services have been added to the Poverty & Inequalities Team Mailing List to enable the sharing of all disseminated information to Team Members within their Service (e.g., Work Services Team, Dalbeattie) and a supply of leaflet packs provided to share with staff and clients.</p>
12	Request to assist the First Responders with mounting of defibs on street lighting columns	Discussed with Team Leader for Street Lighting and an action to investigate and install at the most appropriate locations has been made for 2 units.
13	Councillor Lowe – The footway on Copeland Street is in a poor state of repair. In particular the area in and around the nursery towards Union Street.	<p>Passed to local office for consideration of maintenance requirements.</p> <p>This has also been added to our reserve Capital Programme for 2023/24.</p>
14	Sandbags require uplifting from the Doctors Surgery	Passed to local office for action and an uplift will be arranged.
15	Request to supply an old grit bin to store sandbags at Dalbeattie Wellness Centre	An old red grit bin has been retrieved from an old Council Property and will be collected from Wayside Depot and delivered to the location.

16	Station Road/Albert Street – sign was removed, and the stump of the pole sits just above ground level and is causing a trip hazard.	This has been inspected and will be attended to as soon as resources permit.
17	Haugh Road (as per above).	Local office will identify the location and attend as detailed above. Citizens are also encouraged to report the exact location of the pole stump.
18	No signage directing members of the public to the HWRC from the A711	Local office will order and install signage for HWRC.
19	General sign cleaning in the area is required both in towns and rural locations.	Passed for action when resources permit.
20	2 Bus Stops require new lining on the A711 at the Garage and across the road.	Passed to local office for works instruction to be raised.
21	No signage to notify the public of the electric car charging points (Fleet Management Project)	Passed to Fleet Management staff to appropriately respond and take action.
22	Issue with accessibility for pedestrian and visually impaired due to poor locating of dropped accesses.	<p>We would be content to discuss any specific locations whereby there appears to be an issue with the location of dropped accesses constructed under Road Construction Consent.</p> <p>All new development is given due consideration to the movement of pedestrian whether that be at new junctions or on shared surfaces (see example below).</p>



It sounds like an assessment of the pedestrian crossing points in Dalbeattie would be warranted to understand the specific locations which require attention.

The only site currently being developed in Dalbeattie whereby crossing for pedestrians is required is Station Road, Dalbeattie (see plan below). This has considered the needs of all pedestrians and a tactile crossing facility is to be provided.



We asked how strongly they agreed with the following statements:

The information I needed to participate was provided and easy to understand	86% Agreed or Strongly Agreed
The day and time was convenient	100% Agreed or Strongly Agreed
The venue was suitable and in a good location	96% Agreed or Strongly Agreed
Staff were helpful	100% Agreed or Strongly Agreed
It was easy to take part and share my views	89% Agreed or Strongly Agreed
I had enough time to give an informed opinion	96% Agreed or Strongly Agreed
My views were listened to	93% Agreed or Strongly Agreed
I know what happens next	79% Agreed or Strongly Agreed
My skills, confidence and ability to take part in future events has improved	65% Agreed or Strongly Agreed

Comments:

- Hope it's followed through as promised (this time!).
- Euan McGillivray was extremely helpful (Flood Management, Dumfries and Galloway).
- Great meeting.
- Very helpful.
- Good for the community.
- What will be the outcome of tonight?
- Very helpful, thank you.
- Very positive event - more of them please about different topics.
- Better communication on time and date of meeting.
- Helped with my specific problem.
- Flood still waiting resolution.
- I was promised a follow up call next week to arrange site visit.

- It was a really helpful and informative session. Thanks to all involved.
- Very helpful with my flooding problem.

Community Conversation on Flood Recovery

Mid and Upper Nithsdale Ward
Tynron Parish Hall
20 February 2023



31 citizens joined Local Resilience Partner organisations to discuss the severe flooding that has recently affected householders and businesses.

Organisations present were:

- Business Gateway
- Dumfries and Galloway Citizens Advice Service
- Dumfries and Galloway Council, specifically teams from:
 - Communications Unit
 - Community Planning & Engagement Unit
 - Community Resilience
 - Financial Inclusion & Wellbeing
 - Flood Risk Management
 - Infrastructure
 - Poverty & Inequalities
 - Roads
- Scottish Flood Forum
- Scottish Environment Protection Agency
- Scottish Power Energy Networks
- Tynron Community Resilience Team
- Wheatley Homes South

Community Planning Partners would like to thank everyone for their contribution.

For more information or to discuss this feedback, please contact:
Fiona Daubney, Ward Manager

PUBLIC

Email: Fiona.Daubney@dumgal.gov.uk
Mobile: 07500839619

PUBLIC

Conversation

	You Said	We will ... or we can't because...
1	<p>We were representing Financial Inclusion and Wellbeing Team and were unable to answer question but we will take a note of the enquiry and see if we can get some information and get back to the customer.</p> <ul style="list-style-type: none"> Enquiry: lady had applied to the hub for help with oil. Lady advised she had received a ccg for a mattress and a cooker. However, she had tried to contact the hub but had no answer or information on what the progress with her oil was. She has ran out of oil for two weeks now and is unable to heat the property to try and dry it out. (on looking into this today, I have found the details of the customer and emailed the hub. <i>Actions: I also note that on her ccg application it refers to a number of health conditions. She is aged 71. I note that she is in receipt of pcgc, ctr and HB. I will follow this up with a bhc to see if applicant is entitled to and/or would like to apply for any further benefits i.e. Attendance Allowance.</i> 	<p>Took their details and advised i would contact The Hub and see if I could get an update on her application. Advised that I would contact the customer within next few days with update on the relevant information.</p>
2	<p>We were representing Financial Inclusion and Wellbeing Team and were unable to answer question, but we will take a note of the enquiry and see if we can get some information and get back to the customer.</p>	<p>I advised I would take his details and get back to him. However, he disclosed he has an accountant who does all that and will get them to contact council tax directly. Thanked me for my help.</p>

	Enquiry: Gentleman has several properties and advised that he has a property that he is going to have to renovate (partly due to flooding and partly because it needed it). He asked if he would still be able to get the relief.	
3	Wheatley Area Manager (Alison) came over and introduced herself, advised that she speaks to PD/CN regular in meetings.	No actions required
4	Citizens Advise – Had a good chat with gentleman that was there, who lives in Thornhill, so was local. He had brought our flyers with him.	General chat on services we are able to provide and how busy things were. Confirmed that we are only able to process benefit applications for over 60's. Discussed crisis grants and community care grants.
5	Business Gateway – came over to chat and discussed his role in supporting small businesses, linking into Education and discussed SWF and FIWS. He advised he is aware of our services and took a brochure.	NFA
6	Simon from The Hub – approached, introduced himself. I took opportunity to ask about the lady who had made an enquiry, he advised me it was bureaucratic and that he was unable to help with the enquiry to contact the hub directly.	NFA
7	Few people asking about our services and took leaflet as they were keen to support their community	NFA
8	SPEN Further flooding as a result of windfarm infrastructure	Not a SPEN issue, this would need to be discussed with the Windfarm developers
9	Very happy with the electricity supply which is much better than it used to be	
10	Why do you turn off the electricity supply when we are using electric pumps to pump away water	If the sub station supplying your property is at risk of flooding it has to be de-energised, agreed to find out locations of sub stations relocation for Whitesands

11	Concerns about sub station flooding in Moniaive	Will look into this and contact customer directly
12	Roads Gullies in Moniaive – check required a Market Cross, Craig Darroch side access and parking area at North Street	Full flushing of the surface water to drain to be undertaken following appointment of contractor, 2/3 weeks is the estimated timescale.
13	Issues with drain to rear of Dunreggan and its flap valve	Will have this looked at
14	SEPA Find out maintenance schedule for Moniaive water track	Will provide directly w/e 24.02.23
15	SEPA Committed to attend any future meetings in Moniaive.	
16	Flood Risk Management Team What is the Council doing to prevent flooding in Moniaive?	<p>Dumfries and Galloway Council commissioned a Flood study for Moniaive in 2015 following flooding events in 2013 and 2015. The study was updated in 2016 and stated the Flood Protection Scheme is overall in good to fair condition with signs of localised deterioration. The study highlighted there may be a number of short term or small-scale measures that could provide benefit, all related to maintenance of the Scheme. The Flood Risk Management Team are pulling together a scope to assess the condition of Flood Protection Schemes in the region in 2023/24 and this will include Moniaive Flood Protection Scheme.</p> <p>The Council also carries out Watercourse Assessments as part of its duties under the Flood Risk Management (Scotland) Act 2009 and an assessment was carried out in May 2019 in Moniaive which identified no works of clearance and repair that would substantially reduce flood risk.</p> <p>We continue to offer support to the householders and businesses of Moniaive through the Subsidised Property Flood Resilience Scheme, and many properties have taken advantage of the grant funding to buy floodgates and other resilience equipment.</p>

17	Resident reported a possible blockage in a drain that runs at the back of gardens, as well as a malfunctioning flat-valve in Dunreggan near the Sewage Works.	This will be added to our works list for assessment as resources become available.
18	Who manages the Rivertrack sensors?	This is a community run project, initially facilitated by the Council.
19	What is the Council planning to do to stop Moniaive from flooding again?	As mentioned previously, an assessment of the condition of Flood Protection Schemes in the region is planned to be undertaken. We will continue to offer support to householders and businesses of Moniaive through the Subsidised Property Flood Resilience Scheme, and to undertake watercourse inspections to identify areas where works of clearance and repair must be carried out where these works would substantially reduce the risk of flooding.
20	Resident reported tree branches in burn (Dalwhat Water) outside his property in Dunreggan, which may have exacerbated flooding impacts.	Under Section 18 of the Flood Risk Management (Scotland) Act 2009 the Council are to “assess relevant bodies of water for the purposes of ascertaining whether the condition of any such body of water gives rise to a risk of flooding of land within or out with its area”, and where “the authority considers that clearance and repair works would substantially reduce that risk”, “prepare a schedule of those clearance and repair works”. A property flood survey has been offered to the resident and will be undertaken soon; on the occasion, the Flood Team Officer attending will also assess the burn.
21	There needs to be discussions between the Council and landowners to prevent runoff from fields worsening flooding.	The management of surface runoff within private properties is the responsibility of the property owner. Dumfries and Galloway Council has no powers to instruct landowners on surface runoff management measures. Under the Roads (Scotland) Act 1984, it is an offence to allow water to flow onto a public road and the roads authority may serve a notice to the landowner requiring that necessary arrangements are made to rectify the situation.
22	Can a public meeting be held in Moniaive?	The FRMT are having a site visit with the leader of the resilience group on 13 March 2023. This is to establish the impacts and routes of flooding. This will determine whether a drop-in session will be beneficial for the community.
23	The Council’s Flood Team should organise an event to provide the community with more information on the use/installation of floodgates,	The Flood Risk Management webpage will be updated to include more information on the use and installation of floodgates and on flood risk management overall. Useful information can also be found on the Scottish

	which products are available for the community, etc.	Flood Forum webpage, including downloadable Flood Protection Guides and Household Flood Plans. Information on property flood resilience equipment use and installation would also be provided if the decision is taken to hold a drop in session in Moniaive.
--	------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Evaluation

8 citizens returned evaluation forms.

We asked how strongly they agreed with the following statements:

The information I needed to participate was provided and easy to understand	100% Agreed or Strongly Agreed
The day and time was convenient	100% Agreed or Strongly Agreed
The venue was suitable and in a good location	100% Agreed or Strongly Agreed
Staff were helpful	100% Agreed or Strongly Agreed
It was easy to take part and share my views	100% Agreed or Strongly Agreed
I had enough time to give an informed opinion	100% Agreed or Strongly Agreed
My views were listened to	87% Agreed or Strongly Agreed
I know what happens next	87% Agreed or Strongly Agreed
My skills, confidence and ability to take part in future events has improved	75% Agreed or Strongly Agreed

Comments:

- Lots of great information. Help with CR plans available. Great venue and refreshments. Thanks everyone.
- I have dealt with flood forum staff and DGC staff they were all fantastic.
- Great to be able to discuss issues face to face with relevant partners and learn what assistance is available.
- Was great to have this in Tynron, thanks for all of your help.

Community Conversation on Flood Recovery

Lochar Ward
Kirkton Village Hall
15 February 2023



52 citizens joined Local Resilience Partner organisations to discuss the severe flooding that has recently affected householders and businesses.

Organisations present were:

- Business Gateway
- Dumfries and Galloway Citizens Advice Service
- Dumfries and Galloway Council, specifically teams from:
 - Communications Unit
 - Community Planning & Engagement Unit
 - Community Resilience
 - Financial Inclusion & Wellbeing
 - Flood Risk Management
 - Infrastructure
 - Poverty & Inequalities
 - Roads
- Kirkmahoe Community Resilience Team
- Scottish Flood Forum
- Scottish Power Energy Networks
- Wheatley Homes South

Community Planning Partners would like to thank everyone for their participation.

For more information or to discuss this feedback, please contact:

Derek Hextall, Ward Officer

Email: derek.hextall@dumgal.gov.uk

Mobile: 07834567869

Conversation

	You Said	We will ... or we can't because...
1	Can you provide more information on the SEPA Flood Risk Mapping	<p>SEPA river flood risk mapping is a strategic document designed to better understand what could be affected by flooding, and is a nationally consistent approach to producing flood hazard information, such as depth of water and speed of flow arising from river flooding. It is based on a two dimensional flood modelling method applied across Scotland to all catchments greater than 3km². The river flood map includes hydraulic structures and defences such as bridges, culverts and flood storage areas where appropriate information was available. Mapping produced on the night was more detailed than what is available publicly available on SEPA website, and are subject to OS Licencing. These were intended for use as an illustrative aid demonstrating flood risk vulnerability of Kirkton. Much of the village lies within the high risk (1 in 10 year) flood plain as detailed by SEPA maps, where the flood event is likely to occur in the defined area on average once in every ten years. 10% chance of happening in any one year.</p> <p>For more information, please visit https://www.sepa.org.uk/environment/water/flooding/flood-maps/</p>
2	Why are the "Flood" Embankments not modelled	<p>Embankments around Kirkton are "Agricultural" and aren't built to any structural design (often just a mound of soil and rubble), under current Land Use Planning, these are viewed as informal in nature (i.e. are not formal flood defence). Therefore, as these are not 'structural' – i.e. could wash away / fall down easy in high flows as has been demonstrated recently with embankments at Carnsalloch, modelling of these embankments would be prohibitively costly, time consuming and as soon as you were done modelling them, it would be obsolete. Additionally the Council is not aware of all the locations of all the agricultural embankments, and field owners may remove or alter these without any input from Council.</p>
3	Who is responsible for the Embankments?	<p>The maintenance of embankments is the responsibility of the Riparian owner, in this case the Land Owner. Riparian owners are those whose property adjoins a watercourse, who have the authority to undertake works of clearance and repair to the watercourse banks (subject to appropriate</p>

		permissions). However the riparian owner has no duty to undertake works of clearance and repair, merely the right to do so as owner. Dumfries and Galloway Council has no powers to instruct landowners to repair these embankments.
4	Would 'upstream storage' or planting trees have a positive impact on future flooding?	As above, maintenance of agricultural embankments and / or planting of trees is the responsibility of the landowner. While planting of woodlands, and river restoration can help, as part of the Whitesands flood protection scheme the use of land upstream of Dumfries was investigated, with modelling work showing that while there might be some benefit during minor flooding, it has no / little impact during large flood events.
5	Has the New Cumnock / Whitesands Flood Protection Scheme increased flood risk elsewhere?	From the outset, one of the main conditions of any scheme has been that any flood protection must not displace the problem of flooding elsewhere. Consultants carry out a substantial number of surveys of the proposed land in order to create an accurate model of the current flood risk, when looking at designing any flood protection scheme. Data of past flooding events and local knowledge are then utilised to verify model accuracy. A number of flood mitigation measures are modelled throughout the design phase to ensure what is proposed will be effective in reducing the risk of flooding to the area in question, while also demonstrating that flood risk is not increased to another location – any which are shown to increase flood risk outwith the proposed boundary are discounted.
6	Why wont you dredge the River Nith?	Flood modelling on the Cree, Nith and Esk as part of the development of respective flood protection schemes has proved that dredging does not reduce the risk of flooding for the bigger events as experienced in December 2022, with modelling for Whitesands showing that by lowering the river bed by 100mm was shown to reduce water levels by only 50mm during a flood. The Chartered Institution of Water and Environmental Management (an independent body) report (https://www.ciwem.org/policy-reports/floods-and-dredging-a-reality-check) states <i>"Dredging of the river channels does NOT prevent flooding during extreme river flows"</i> and <i>"It is simply not practical to contemplate dredging of the channel (let alone the floodplain) to the extent that would be required to confine such large and rare flood flows from the wider floodplain, since the</i>

		<i>storage and conveyance capacity of the channel is a small fraction of that of the wider floodplain. In this respect, dredging cannot prevent flooding."</i>
7	Is there a tidal influence to the risk of flooding in Kirkton?	While it is true that the tide extends to the Caul at the Whitesands, its influence on the flooding experienced on the Whitesands (and further upstream at Kirkton) is non-existent. High tide on Friday 30 th December 2022 was at approx. 18:00, a full 3+ hours prior to the peak of the river flows experienced, with a small tidal height in the region of 7.6m. Flooding experienced in the region was the worst seen in 40+ years and saw over a third of the total rainfall for the month of December fall over a 12-hour period.
8	What is the Council's responsibilities to maintain blocked road gullies and overgrown drainage channels?	<p>Under Section 18 of the Flood Risk Management (Scotland) Act 2009 the Council are to "assess relevant bodies of water for the purposes of ascertaining whether the condition of any such body of water gives rise to a risk of flooding of land within or out with its area", and where "the authority considers that clearance and repair works would substantially reduce that risk", "prepare a schedule of those clearance and repair works".</p> <p>If you are aware of any blocked gully or drain, please report this via the Roads and Pavement Defects section of https://info.dumgal.gov.uk/faultreporting/</p>
9	Is there a subsidy scheme to help businesses and residents mitigate against future flooding?	Dumfries and Galloway Council operate a subsidised PFR scheme that allows businesses and residents the opportunity to purchase property flood resilience measures in the form of door barriers, air vent covers and sandless sandbags. The scheme offers up to ½ price cost on products up to a maximum of £325 for residential and £500 for business properties, and has a number of products available direct from the Council, although it should be noted that applicants can still apply for the subsidised monies when purchasing their own alternative products. PFR does not prevent water ingress through walls which lack pointed or, more common on older properties, rising through floorboards due to poor construction methods of foundation. Following events of 30 th December, a number of residents from across the region have requested a free survey as part of the scheme, and the Flood Risk Management Team are working to accommodate everyone

		and are unable to offer a timeline for new surveys at present. For more information visit https://dumgal.gov.uk/article/15834/Flood-product-subsidy-scheme
10	Can the Council consider a 'super subsidy' scheme for those affected	The subsidy scheme utilises the funding agreed by Elected Members to offer the discounts as advertised. In order to further subsidise this scheme, some Community Councils are looking at using funding they have access to offer increased subsidy to local residents, which is something the Flood Risk Management Team would be happy to discuss with individual Community Councils
11	How do I arrange for a replacement recycling bin which was washed away in the flood	You can request a new bin here https://info.dumgal.gov.uk/FaultReporting/Waste/NewBin or by calling our Contact Centre on 030 33 33 3000
12	Will the support grants be available to me when I move back to my property once it has dried out – we are still working with the insurers	Yes, if you meet the criteria and require support when you are ready to return to your property, you can apply, via our Council, for Scottish Welfare Fund support. You can find general information at https://dumgal.gov.uk/scottishwelfarefund For Crisis Grants – visit https://dumgal.gov.uk/article/15158/Crisis-grants For Community Care Grants – visit https://dumgal.gov.uk/article/15157/Community-care-grants Alternatively, call to speak to our Financial Wellbeing and Revenues team on 030 33 33 3007
13	Am I entitled to a Council Tax discount because I cannot live at my property whilst it is drying out?	It is unlikely that you will not be required to pay Council Tax whilst your property is drying out, although there are certain exemptions. You can view more information at https://dumgal.gov.uk/article/15262/Council-tax-discounts-and-exemptions For more information or to discuss your specific circumstances, please call 030 33 33 3005.

		In addition, Citizens Advice Scotland provide a tool that can help you work out whether you are exempt from having to pay council tax or you are eligible for a discount or reduction in your bill available at https://www.checkmycounciltax.scot/
14	My home is still drying out, I have been asked to return the dehumidifier to the Council, could this be extended for another short period?	Yes, we have worked with local residents who still need this support and extended the loan period for a further 3 weeks.
15	Is there funding available from the Council to support our Community Resilience Group/Village Halls which was used during the response?	<p>Funding has previously been made available to Community Groups/Businesses which is often allocated to the Local Authority by the Scottish Government, to administer a specific scheme.</p> <p>There is currently no direct funding available through our Council, but in the forth coming discussions with Area Committees, Officers will raise with Members the consideration of this priority.</p> <p>Funding support for specific projects may be available from external sources and Third Sector Dumfries and Galloway Engagement Officers can support organisations to identify relevant funding streams and can be contacted by emailing info@tsdq.org.uk or calling 0300 303 8558</p>
16	Can you provide details of the actions carried out following the walk abouts in Kirkton in early January?	Yes, please see 16a – 16g below.
16 a	Reports of blocked drains near Carlton Cottage/Lakeview, Kirkton.	Our Roads Service has visited site to inspect the site with CCTV. Pipe is intact but silted up and wall at outlet has collapsed restricting flow. This has therefore been programmed in for works to clear rubble and arrange pipe to be jetted. There has been engagement with near-by residents who are happy for rubble to be cleared at present to allow system to flow. Further issues with the system are likely to stem from drainage systems in the fields adjacent to the house which are the responsibility of the landowner.
16 b	Adjacent to 1 Lakeview (white property), there has been degradation of the road edging which is now a concern for other road users as it has created a rather large drop	Work to the repair the verge will be undertaken following the completion of the other priority works on the C110n and C114n.

16 c	Drains blocked down Barrasgate would benefit from clearing.	Sweeper attended site and all gullies have been cleared, jetter will attend when in Kirkton area.
16 d	Sandstone wall bordering the Barrows Burn and Private road from U19n to C2n has collapsed due to the pressures of the floods. Can you advise who is responsible for this?	This was investigated and is not the responsibility of Dumfries and Galloway Council. It would be the responsibility of the landowner to repair. Wheatley Homes South are reviewing their maps of this area and advise if this is their responsibility, will feedback directly to the Community Council on the plans.
16 e	There is a blocked drain in the C11N between Longloch Drive and Barrasgate. Residents also suggest that this drain grid is not at the lowest point of the dip and so causes significant road flooding even when the drain is clear. Suggestion in longer term is to consider moving the drain down hill, but in the short term clearing the drain.	Gullies have been emptied, low spot does exist between the two gullies and our Roads Service will look into a solution for this. Jetter will attend when in Kirkton area.
16 f	Linked to the 16 e above, there is a burn which runs under the road nearby this drain and follows the fields edge. There are a significant number of large boulders on the right hand side exit of this burn (coming from Dumfries/Longloch Drive side). This and other debris has blocked the natural passage of water along the burn which flows in to the Barrows Burn. There are concerns the 'tunnel' under the road may have been damaged, and this is what the rocks are from and the debris is causing a disruption to the flow of the un-named burn. This is highlighted by the blue line in the map above.	Culvert under the road has been inspected and is intact, ditching that runs through field has been blocked with fill that has been dug out at culvert entrance to create a pool, possibly to reduce flow of water and potential flooding downstream from location however will cause road drainage to back up.
16 g	Removal of contaminated sandbags from the Barrasgate area	This has been completed, but if there remains any contaminated sand bags, please let us know by calling our Contact Centre on 030 33 33 3000

17	When will the warning signs in the town be installed	These have been ordered and will be installed as soon as possible by operational staff. Training will be provided to the local Community Resilience Team on their deployment.
18	What are Wheatleys plans for the houses on Barrasgate? Will people return to these? Can you keep the community updated please.	Wheatley Homes South continue to support customers affected by weather related flooding at Barrasgate, Kirkton. Whilst they continue to support the customers, the asset teams are progressing work to dry out the affected properties. Yes, as soon as further information is available this will be communicated directly with impacted customers and thereafter with the Community Council.
19	Who is responsible for the flood ditch near Willow Cottage, Kirkton? It needs dug out to make deeper – spoke with Wheatley who are going to investigate and visit the area. Can we get feedback?	Wheatley Homes South have visited the area and this has been passed to their Asset Team for review and ascertain what work is required.
20	Lakeview area dip in the road appears to be getting worse	Thank you for highlighting this, Roads Service staff have visited the site and will continue to monitor the location, during routine inspections.
21	Lakeview Cottage – issue with the gully and its outfall.	The silt and debris from the pipe was cleared Tuesday 7 th March during the checking and flushing of all gullies and the associated pipework within Kirkton.
22	The utility track to the south side of Kirkton is in a poor state of repair.	Thank you for highlighting this, Roads Service staff have visited the site and will monitor the issue, during routine inspections.
23	Wallamhill – vehicles are overrunning the verge kept by the owners.	Officers have visited the site and identified this as a possible future kerbing scheme , which would be subject to funding being available or placing of verge marker posts.
24	Request to look at the extension of the 30mph on the entry from Duncow	Studies have shown that 30mph speed limits set too far away from village or town residential boundaries do not reduce traffic speeds and further traffic calming measures and signage/ road markings are often required. Previous reviews of speed limits on local roads, in consultation with the then Chief Constable, concluded that speed limits should be evidence led, self-explaining and that limits need to be consistent with what drivers would expect to find elsewhere in the region and in the country. Unless there is a <i>material change</i> to a town, village or local community ie. new housing development, there is often limited justification

	<p>to extend existing speed limits as there is a lack of evidence to drivers to suggest they should be driving at the reduced speed limit i.e. lack of frontage properties, street lighting or footways. A <u>material change</u> would be a significant alteration to the road character, primarily relating to adjacent frontage development or major alterations to road geometry. It should be the case that any such alterations, and therefore any potential need to alter speed limits or extents, should be identified through the Planning process.</p> <p>If a speed limit was proposed to be extended, without good reason and substantiation, there would be little or no compliance from drivers and as with previous requests to extend speed limits, there would be no support from the Local Roads Authority or Police Scotland for the extension.</p> <p>On lengths of road with high reported incidences of speeding and injury accident rates, consideration would be given to temporary traffic data surveys to measure mean speeds and then if required a speed limit review, road safety improvement measures and/ or traffic calming measures.</p> <p>Please note a perceived increase in the volume/ nature of traffic is not a justifiable reason for a speed limit review, the Committee review stated it must be a significant material alteration to the road environment.</p> <p>Current Transport Scotland guidance “Speed Limit Review: The Assessment Process” (2012) indicates 60 mph should be the standard speed limit in rural areas.</p> <p>Single carriageway rural roads:</p> <p>The assessment framework, originally developed by the Transport Research Laboratory (TRL) Limited, described in Setting Local Speed Limits is based on the presumption that when taking into account safety benefits, mobility costs plus environmental and accessibility factors, single carriageway roads should operate at speeds that help <u>maximise operational efficiency</u>.</p> <p>Therefore, with regards to extending the locations of the existing 30mph limits at the approaches into Kirkton, there are no new developments, houses, footways etc at these locations to indicate to drivers that they should be driving at a reduced speed limit, so no justifiable reason why the speed limit should be extended. There is insufficient evidence to justify a speed limit review on the C11n, Police Scotland would not support a reduction in speed</p>
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

		limit unless there is statistical evidence of a road safety issue that would benefit from a reduced speed limit and would achieve driver compliance.
25	Design suggestion for the C11n between Riggfoot and Auchencrieff Farm – suggestion to increase the level of the carriageway and install several pipes to allow the flow of water from the north to the south.	This has been shared with colleagues in Flood Risk Management and Engineering Design with a view to further consideration, however due to logistics of this suggested programme, it may be cost prohibitive.

Evaluation

32 citizens returned evaluation forms.

We asked how strongly they agreed with the following statements:

The information I needed to participate was provided and easy to understand	72% Agreed or Strongly Agreed
The day and time was convenient	94% Agreed or Strongly Agreed
The venue was suitable and in a good location	88% Agreed or Strongly Agreed
Staff were helpful	78% Agreed or Strongly Agreed
It was easy to take part and share my views	72% Agreed or Strongly Agreed
I had enough time to give an informed opinion	81% Agreed or Strongly Agreed
My views were listened to	47% Agreed or Strongly Agreed
I know what happens next	47% Agreed or Strongly Agreed
My skills, confidence and ability to take part in future events has improved	47% Agreed or Strongly Agreed

Comments:

Here to discuss flooding plans
Communication was very difficult due to the number of people in attendance! Noise levels were very high
Flood defence team said nothing could be done, what a waste of time {}. I told them they just had to try but they wouldn't have nothing to do with it.
I only spoke to 2 representatives. The flood risk management team {} said nothing is to be done to even consider measures that would move water from the village better. The roads department rep was helpful and agreed to take my points away for further consideration.
The flood support team was {} not interested, and would not allow me to take photos of maps!!!
Would have liked more practical information from the flood team, very defensive and no detail on solutions all about "budgets". Can more help be offered on the subsidy of equipment for those affected. Can floods maps be sent with feedback as could not get a copy on the night. Where were SEPA and the water board?! Thank you for coming to our community.
Was a bit chaotic to be honest, more needed questions answered of why it happened.
? Wait + see if worth it.
Had concern about the flood ditch needing dugout to make deeper. Spoke with Wheatley who are going to come and see the area - will contact if there is no resolution. Need to see the outcome with Scottish water re-getting non-return valve put on mains to my pipe work (drains).
Great to see lots of staff and our community offering help and advice. Well done! Hope it leads to actions.
Where is SEPA?
Need future plans from council re-Road and culverts. Need insurance information.
Can all agencies 'get in a room', and discuss joint solutions and feedback to us please. SEPA Dumfries & Galloway Council SCOTTISH WATER, FLOOD PEOPLE, RESILIENCE, POWER, LANDOWNERS, MR SLOAN, COWHILL, MR LANDALE. FEEDBACK TO US!
Lots of teams to talk to. Knowledgeable staff. More discussion on "so what next". Solutions would have been helpful but that may happen next. Communication improved. Tell us what you are doing and when - keep us updated PLEASE. We will wait to see action!
Lots of talk but will there be any action? Need solutions. Let us know what you decide we have gave you our thoughts.
I feel more needs to be done re-flood defences at the Nith and infrastructure, e.g. drains bridge at Barrasgate. Money needs to be spent.
Consider a greater subsidy scheme for those affected - flood products
Really good support and information.
Thank you for coming to Kirkton.