

## **SFF Flood Recovery Drop-in Centre – Proposed Strategy:**

### **Aim:**

Working together in partnership with Aberdeenshire Council and other Agencies, we will operate a single point of contact, with appropriate voluntary sector resources, to respond quickly and professionally to individual and corporate needs, to those affected by the recent flooding in both the town and extended rural communities. The development of a community resilience programme will be instigated.

### **Strategic Objectives:**

- The Drop-in Centre (Surgery) based in (location to be confirmed), will disseminate information, flood advice and support together with key agencies and the Voluntary Sector. Including using appropriate vehicles / trailers, village halls to provide assistance to other vulnerable flood affected (rural) communities – (As identified etc). (Time scale immediately)
- Provide resources and support to those who have no insurance cover against flooding. These properties will be identified and assessed and by sourcing appropriate equipment and resources will be dried and returned to a pre-flood state. (Time scale on-going)
- Maintaining and updating a database of affected homes and personnel to have the most current information at hand on those who have been moved to alternative accommodation / affected by the floods. (Time scale within 2 months)
- Regular Multi agency Newsletter including social media to distribute and disseminate relevant and essential information to those affected by the floods and the local community. (Time scale within 1 – 2 weeks)
- Emotional / post-traumatic stress support, (listening, understanding and empathy) with back up support from professional agencies. (Time scale immediately)
- Debt support and ongoing financial assistance for those requiring this service, with special emphasis to those who are uninsured against flooding. This will include Clothing and Furniture provision as appropriate. (Time scale within 4 weeks)
- Provide specialist 'Advice Information Days' to equip flood affected residents with specific professional advice and support. (Time scale 2 – 6 months)
- Promote an awareness of property resilience measures to further reduce the risk of future flooding – working with the Council to access the funds allocated for this purpose. (Time scale 4 – 18 months)
- Provide Business Continuity Training and support as appropriate to SME's regarding planning against business continuity disruption in the future. (Time scale 4 – 18 months)
- The overall objective is to journey with the flood affected communities from the initial impact through recovery to resilience to leave the flood affected areas better equipped to deal with a severe weather incident. (Time scale 6 – 18 months)
- Networking with other organisations to prevent duplication of service provision, leading to exchange of ideas and mutual support and problem resolution in the community. (Time scale on-going)

### **Operational Objectives:**

- Advice and Support – dealing with a major insurance claim, knowledge of the drying of flood damaged properties. Help and support in dealing with Loss Adjusters, Builders and other tradesmen. Appropriate warnings and impartial guidance on the process of property flood restoration.
- Information and help relevant to the point the flood repair / restoration is at during the Insurance / repair claim process.
- Prioritising non-flood insured properties, with emphasis and support to the vulnerable and those with children.
- Stress support and information linking to specific organisations – including a place to talk through experiences.

- Debt – specific support and debt counselling. (Particularly relevant following Christmas / New Year period).
- Maintain regular communication with the survivors via the newsletter and update them with the most current information to building a feeling of community following the disaster.
- Maintain an advice and support centre with special events such as Advice Days and sessions for stress and community building.
- Co-ordinate personal needs for those needing essentials, furniture, clothing and other essentials.
- Creating questionnaires to gather data to identify and direct ongoing problem areas.
- Co-ordinating a specialist support network for survivors to connect with, i.e. stress, debt, and building repair issues.
- A resource of information from – Aberdeenshire Council / Scottish Water / Scottish Environment Protection Agency and others.
- Provide speakers and / or information for Agency / Council meetings.
- To develop a getting home strategy where support can be offered / given during the initial transition from alternative accommodation to back home.
- Commence a follow-up programme to resolve snagging / post occupancy problems of flooded property.
- Sending welcome home cards to survivors as they return home.
- Promote an awareness of property resilience measures to further reduce the risk of future flooding – working with the Council to access the funds allocated for this purpose.

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