

Eaglesfield Survey – Executive Summary

The subject of “flooding” in Eaglesfield has been a concern to residents, Scottish Water and Dumfries & Galloway Council for some time. In an effort to quantify the scale and causes of such incidents Scottish Water and Dumfries & Galloway Council jointly instigated a survey in October 2008. 360 survey forms were sent out to residents of which 135 completed surveys were returned by the closing date of 14th November.

The survey was designed to enable customers to give their views and experiences of flooding. Customers also had the opportunity to state what they felt was the main cause of flooding and where they believed the majority of issues stem from.

The survey asked for details of the most recent flooding incident at properties. Most commonly the cited dates for recent flooding were October 2008 and June/July 2007. Many stated that flooding was a recurring issue.

The most commonly cited cause for flooding was inadequate field / land drainage. The second most commonly cited cause was poor road drainage.

In the most severe cases a small number of families had been forced to vacate their properties during the flooding incident.

A significant number of respondents indicated that they have experienced no issues with flooding in the village.

The information collated has enabled Scottish Water and Dumfries and Galloway Council to better understand the main causes of flooding. This will assist in the development of a strategy to help mitigate and manage future flooding occurrences to help customers.

The full report will be available on the Scottish Water web site and also will be subject to further discussion at a planned customer open day in Eaglesfield on 12th February 2009.

Eaglesfield Survey – Analysis

Outline

During the recent Eaglesfield survey consultation 360 survey forms were sent out to residents. 135 completed surveys were returned by the closing date of 14th November. Of these, four were completed online using the Scottish Water website, with the remainder being paper copies returned by post.

This sample size represents a response rate of 38%, which means the results are broadly reflective of the entire area surveyed. The small population size means the margin of error is 7% at a 95% confidence level. Since there is a degree of self-selection involved it can be anticipated that the results may be slightly skewed, with residents having experienced a flooding incident being more likely to be motivated to participate in the survey.

Respondent profile

All respondents provided contact details (name and address). All bar four respondents stated the length of time they had lived or worked at the property in question, with the average length of time being 17 years and 3 months. The median length of time was 14 years.

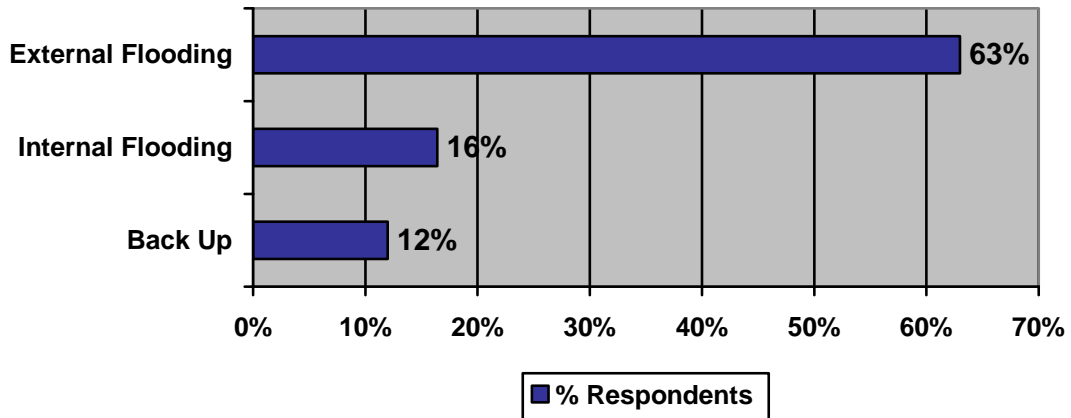
The vast majority of responses (98%) were for residential properties. There were two commercial properties (a haulage company and a poultry breeder) and one registered smallholding.

Flooding incidents

Respondents were asked to detail the most recent flooding incident at their property. While many responded generally, stating that they had suffered from various flooding incidents at various times, the most commonly cited dates for recent flooding were October 2008 and June/July 2007. Many respondents claimed that flooding was a recurring issue happening every summer, with a significant minority claiming the problem appeared to be getting worse year on year.

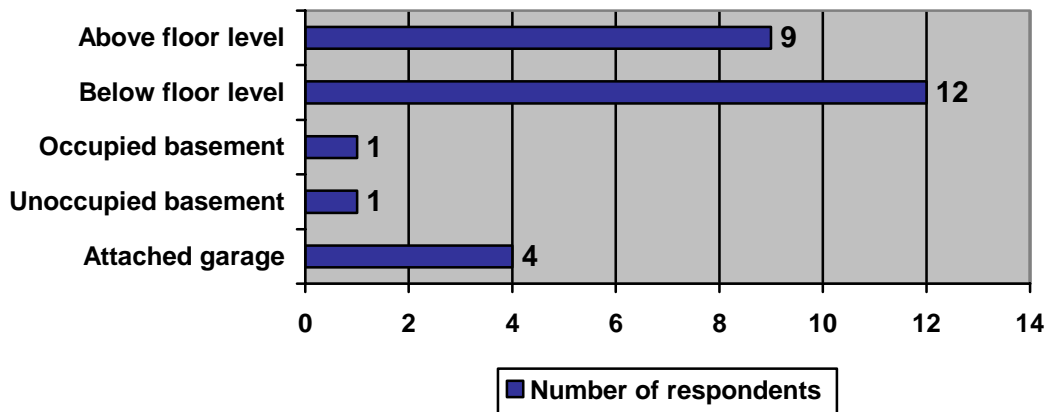
Customers who had experienced a flooding incident were asked to specify the type of flooding event. Of the 135 responses 86 reported that they had suffered some type of flooding event, representing 63% of all respondents. Each of these 85 respondents specified some kind of external flood. Twenty one of these respondents also claimed their properties were flooded internally, comprising 16% of respondents. Sixteen customers also noted that their sink, shower tray or appliances had backed up during the flooding incident (12%).

Flooding Event by Type

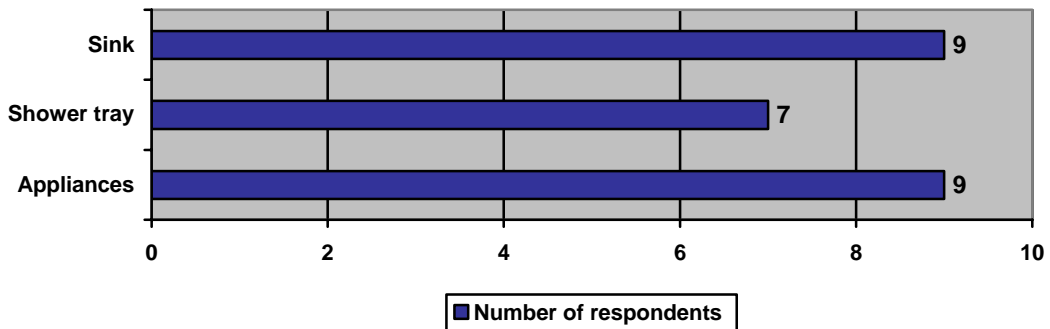


Each type of flooding was broken down into the following categories –

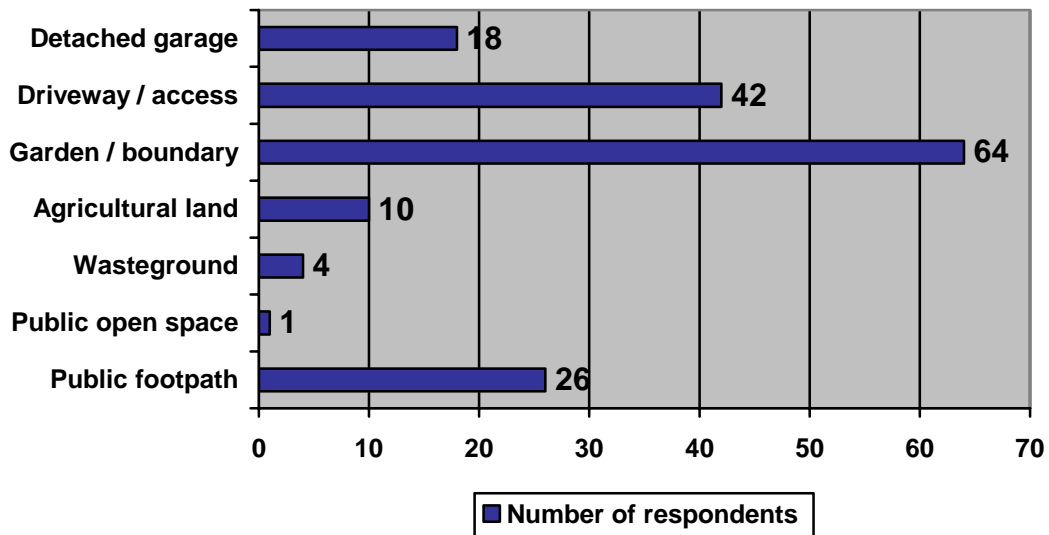
Internal Flooding



Back Up



External Flooding

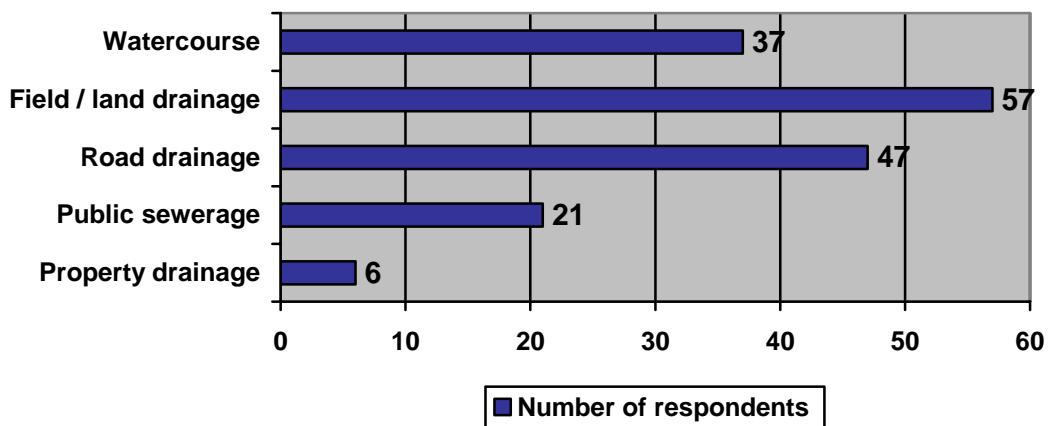


Some respondents in each category specified more than one type of flooding. As can be seen external flooding to the garden or boundary of a property was the most common type of flooding incident, affecting 64 respondents (47%). The most common type of internal flooding was below floor level, affecting 12 respondents (9%).

Cause of flooding

Respondents were asked to state what they believed caused the most recent flooding incident near their property. Of the 135 respondents, 87 chose to specify a cause (or causes) of the flooding. While some respondents chose one single reason as the cause of flooding many respondents chose two, three or four reasons. On average two reasons were given per respondent.

Cause of Flooding



As can be seen the most commonly cited cause for flooding was inadequate field / land drainage. This was raised by 57 respondents, representing 66% of those who expressed an opinion. The second most commonly cited cause was poor road drainage, raised by 47 respondents, representing 54% of those who expressed an opinion.

Temporary measures were used by 35 respondents to minimise flooding. Most commonly this referred to the use of sandbags. Some respondents also stated they had carried out work on their own properties to improve drainage, while two customers had used motorised pumps to remove water from their properties.

Four respondents stated that they had been forced to vacate their properties during the flooding incident for 4 months, 7-8 weeks, 3 days and one day respectively.

Additional responses

In addition to filling in the survey two customers attached a letter addressing their concerns about the flooding in detail, one attached a map detailing where the flooding had occurred and one attached pictures of the flooding incident.

Some respondents requested that specific concerns be addressed, while most respondents expressed a general desire to receive a response to the consultation that would provide a comprehensive and clear solution to the flooding problems in Eaglesfield.

A list of the written responses will be added to this report. Of the 135 respondents 125 left a written response. Some of these responses simply state that no flooding has occurred at the respondent's property. In other cases customers give more details of the flooding to their property. Some other issues relating to the flooding were also raised including –

- References to a burn running through the village, which several respondents claimed was not properly maintained. This is cited as a direct cause of flooding by several respondents. The burn is said to clog up with foliage and materials dumped there by some residents.
- Several respondents mentioned a culvert in the village which was felt to be inadequate. Two respondents suggested that a culvert had been damaged by a contractor developing a property in the village. One further respondent stated that heavy rainfall had caused a section of the culvert to collapse in the past and that this may have happened again.
- Several respondents claimed that agricultural land surrounding the village had insufficient drainage. Some observed that there was frequently standing water in the nearby fields.

- Deteriorating road condition was mentioned as a contributory factor in recent flooding by some respondents.
- A few respondents suggested that recent residential developments in the village had exacerbated flooding problems. Some felt that the additional houses had overwhelmed the existing drainage systems.
- One customer made reference to a 12 " pipe installed by Scottish Water in 2007 to alleviate the flooding, which had since overflowed.
- One customer made reference to a mill chase (underground stream) which runs under a portion of the village. This customer was concerned that this stream may pose a danger to some properties in the village.