



The Flood Experience Tool

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FOR GOOD LIVES

Empowering housing decisions as we age

What we are going to cover

Describe what the Flood Experience tool is about

How it was developed from the research

How the tool works

How we tested it

What is the Flood Experience Tool?

Purpose:

- Help identify how policy, planning and operational responses can be more responsive for older people
- Address 'secondary impacts' caused by poor organisational responses

Uses real flood experiences of older people living independently in the community

Shows impacts of flood events, and the supports needed for recovery

Thanks to Lancaster Uni for allowing us to build on their Hull Flood Snakes and Ladders tool

Target Audiences

Organisations of different scale and roles:

- Government agencies
- Emergency services
- Councils
- Older people's service providers
- Community services
- Housing providers
- Insurers
- Utilities, building and construction

Personnel in policy, planning and operational roles

Evidence Base for the Tool

Interviews and focus groups with older people directly affected by floods in Tasman, Nelson and Marlborough

Councils' emergency management and positive ageing documents

Key role of older people

Structural ageing makes older people's resilience critical for community resilience

Older people can be more vulnerable in an adverse event, but not all are

Repository of skills and knowledge for communities

Often 'on the spot' and first responders

Issues and Barriers

Anxiety about being left to cope alone

Agencies' lack of understanding of feelings of loss

Timeliness and appropriateness of help

Lack of timely information and conflicting information

Poor management of access in and out of properties and communities

Accommodation worries

Issues and Barriers

Stress and health impacts

Extra financial burdens

Lack of information about emergency preparation tailored to older people's needs

Agencies' lack of recognition and use of locals' skills and knowledge

Near invisibility of older people in CDEM documents

What were the positives?

Importance of support from families and community

Some were well prepared and were able to cope with lack of utilities

Actively helping others

Examples of practical and timely help:

- Free skips and rubbish disposal
- Hot food and drinks
- Place to dry out household goods
- Help with cleaning up

How the tool works

Taking on the role of the older person

Interactive

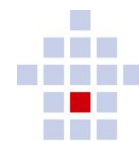
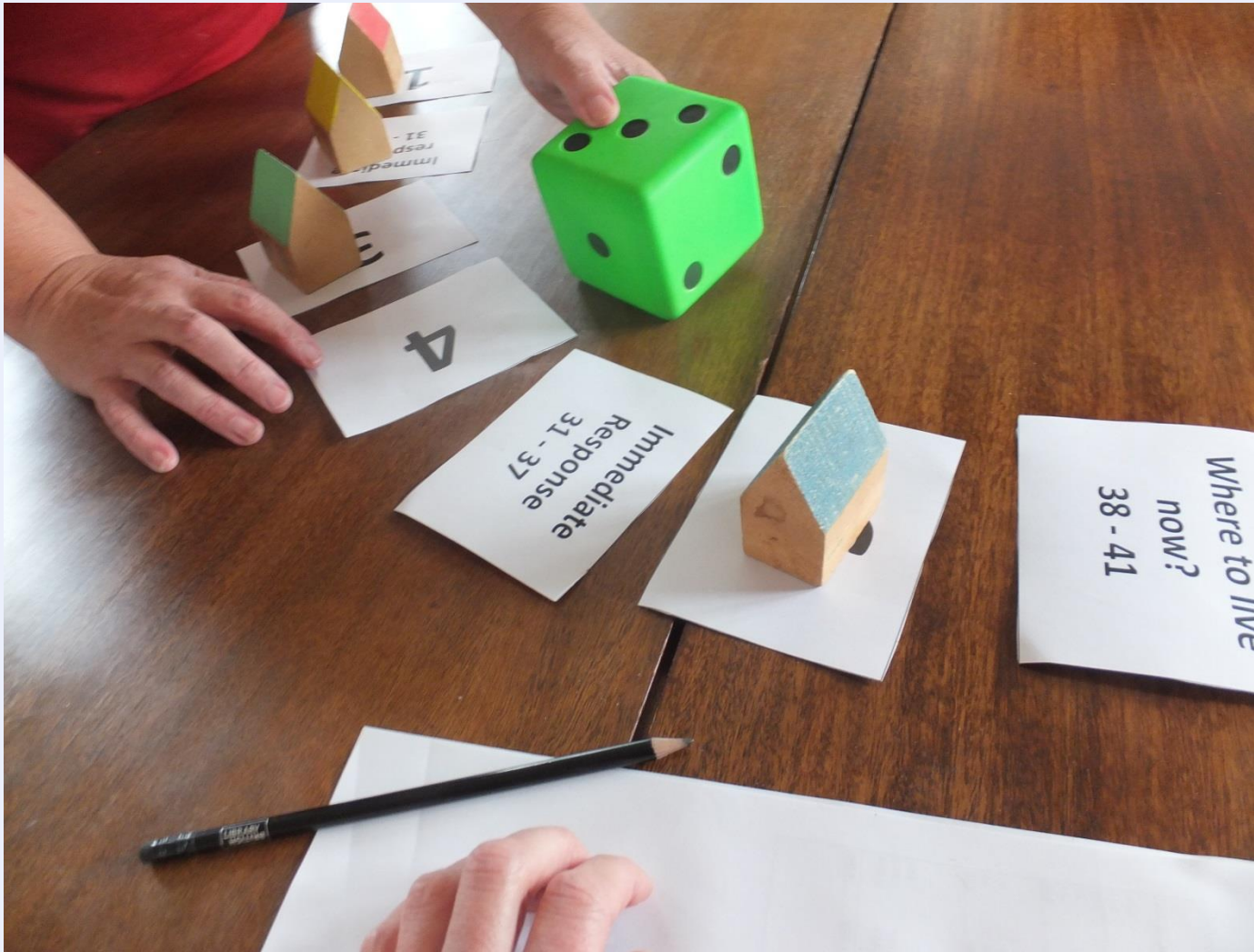
Snakes and ladders format – 30 squares laid out in a snake pattern

Teams

Throw the dice – chance and unpredictability

Decision squares – choose a number to move backwards or forwards

Land on quotes that tell the stories



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Decision squares

Organised around themes:

- Immediate response
- Where to live now?
- Clean up
- Repairs
- Insurance
- Help & support
- Utilities and infrastructure

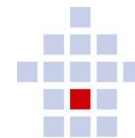
Discussion afterwards: how can responses in your organisation be improved?

Repairs

50 - 56

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Dealing with clean-up & repairs

“There was mud and water right through the house. The mud was like toffee. I had a gang of guys here and they went around cleaning up for others affected too. They moved a lot of dirt.”

“There was no power on site for six months, we just used hand tools to rip out the linings and the kitchen units.”

Changing sense of home

“People don’t understand what we’ve been through, they don’t understand why you don’t get over it quickly. They make light of it. Our property was our whole life, I couldn’t face looking at the garden after it was damaged.”

“When it rains the first thing I do is go to the back door and look at the crib wall. Since this has happened I’ve got asthma. It’s stress related. I’m still vulnerable. It’s an on-going saga.”

Uncertain future

“We had our retirement all worked out, then the flood happened! Everything we’ve worked for in a comfortable retirement has gone”

“I have to take out a mortgage, at my age! I am going to have to move, I’ve got to buy a cheaper house so I can pay back the loan I will have to get to pay for all the work needed”

Testing

Targeted organisations working with older people and whose policies and operations impact on older people

Ten tests involving over 100 people in Nelson, Tasman, Marlborough, Wellington, Christchurch

Older people testing the tool

Some in organisational roles

Some had experienced flooding, some had experienced recent earthquakes

Interested in using the tool for emergency awareness-raising, preparation and neighbourhood planning tool

Older people want to be prepared and confident to help themselves

Many are well prepared but may need tailored information

Involve older people in emergency planning


Overall response

A useful way to raise awareness of barriers older people face

Interactive approach engages and challenges

Some experiences common across age groups

Applicable to other types of adverse natural event – similar issues



“Organisations could relate to other people’s experiences, have more empathy and take that into account when deciding what to do.”

“A thought provoking piece of learning and potentially a very powerful tool”.

“Use it as part of community response plans, a great tool, it generates a lot of conversation”.