

**Environment &  
Infrastructure**

**WX2204**

**Hawick Flood  
Protection Scheme  
(Hawick FPS)**

**Formal review of feedback  
from Public Exhibition No. 1  
held on  
18<sup>th</sup> and 19<sup>th</sup> July 2012**

21<sup>st</sup> August 2012

**Issue No : 1-0**

**REVIEW AND APPROVAL**

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Harry Lees (Project Team)  
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**Approval:**

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## Revision History

Version	Date	Summary of Changes	Author
0-0	02-08-2012	First draft	Harry Lees
0-1	06-08-2012	Review of first draft	Conor Price
0-2	06-08-2012	Further review of first draft	Harry Lees
0-3	16-08-2012	Questionnaire review completed	Elaine Hood / Steven Vint
1-0	21-08-2012	Final Draft for Public Issue	Conor Price

## Purpose:

The purpose of this document is to provide a complete review of the feedback received through various media formats at the Hawick Flood Protection Scheme (the Scheme) Public Exhibition No. 1 which was held in July 2012. Specifically, this report intends to:

- Catalogue the details of the questionnaires completed by the public;
- Discuss the potential impacts (risks and opportunities) of all comments received; and
- Recommend the way forward for dealing with the comments through either their dismissal (and reasons for doing so), or taking cognisance of and defining possible viable solutions which may arise from the comments.

## Background

The Project Team (Scottish Borders Council (the Council) and Halcrow Group Limited (Halcrow)) agreed to take forward the Public Exhibition to present the flood risk to Hawick and the flood protection options which could comprise the Preferred Scheme. The purpose of the exhibition was therefore:

- To explain why the Council are taking a Scheme forward for Hawick through a review of historical flooding events;
- To provide a general understanding on flood risk;
- To show the current level of flood risk within the town from the River Teviot;
- To show the current status of the Scheme's Design: i.e. to present the many options through which Hawick could have its flood risk reduced; and
- To gauge and record public reaction on the Scheme and the flood protection options using questionnaires.

The public exhibition was held in room 205 at Tower Mill, Heart of Hawick, on Wednesday 18<sup>th</sup> and Thursday 19<sup>th</sup> July 2012. The exhibition consisted of the following visual aids:

- 19 No., A0 to A1 sized, professionally printed and mounted boards. These depicted: historical flooding photographs; flood risk maps; maps of the catchment; drawings, sketches, photomontages and artists impressions of the various flood protection options; details of the Council's Implementation Plan for Reducing the Flood Risk to Hawick; and details of how the Scheme design will be advanced; and
- The flood model (an ISIS 1D to 2D Linked Hydro-Dynamic Model) of the River Teviot through Hawick in flood was projected on to a large screen for attendees to view / consider.

Those members of the public who attended the exhibition were encouraged to fill in questionnaires which had been purposely designed for this event.

Due to the detailed nature of the options presented various members of the project team were in attendance during the exhibition, which was open from 09:30 until 21:00 hrs each day.

Staff members were there to engage in discussions with attendees to assist them in their understanding of the options and / or answer any questions they had.

### Partnership Working

The Project Team have been advancing the design of the Scheme in partnership with key stakeholders, especially SEPA and the Hawick Volunteer Flood Group (HVFG). It was agreed in advance of the exhibition that SEPA and the HVFG (along with the Council's Emergency Planning Department) would set up a 'What Can You Do Now?' table at the exhibition. The main reasoning behind this was:

- To provide information to attendees on the various measures available to them to assist them in reducing / managing their flood risk;
- To allow attendees register with SEPA's Floodline / the HVFG and thereby get advance warning / assistance during a flood event; and
- To promote the Council's discounted flood products scheme.

The Project Team have also recognised that any Scheme will be a major infrastructural project and will probably re-shape the physical environment in Hawick adjacent the river. It is therefore essential that the Scheme interfaces with any other major projects. The proposed Wilton Park Project and the Bill McLaren Foundation's proposed project are two such projects. The Project Team have been working closely with these projects and during the exhibition the Wilton Park Project's team presented their proposed designs and had members of their team available to engage with the attendees.

### Questionnaires

In order to provide for a consistent method of gauging public reaction, the project team developed a simple questionnaire. In order to maximise the percentage of questionnaires returned, the document was designed to be easy to understand, quick to fill in and anonymous. A copy of the blank questionnaire is included in Appendix A of this document.

Of the 273 people who registered their attendance at the exhibition, 76 questionnaires were filled in and returned, representing a 28% success rate. This compares to 119 attendees and 34 questionnaire responses at the Selkirk Flood Protection Scheme 2012 Public Exhibition No. 1 in June 2010.

A detailed review of the questionnaire responses was undertaken to identify the key areas represented at the exhibition and to capture the concerns and comments from the local public. A total of 11 questions were included in the questionnaire, each of which was reviewed in the following section of this report.

### Review & Analysis

#### **Question 1:**

***Please provide your postcode?***

Table 1 and Figure 1 provide a summary of the areas of Hawick represented in the questionnaire returns, which are ranked from highest to lowest. Note that postcodes have been changed to show wider areas of Hawick.

The responses show that public exhibition was attended by a wide spread of local residents representing many of the key areas that would be affected by potential flood protection measures. Figure 2 shows the location of the areas represented in the responses. The specific area with the highest representation was Mansfield Road, with 18% of the questionnaires returned originating from this area. The Weensland area showed the lowest representation, with only 1%.

A significant proportion of the responses were also returned by Hawick residents living outside the flood cells, which indicates an encouraging level of general local interest in the Scheme.

Area	Number of responses (%)
Mansfield Road area	14 (18%)
Hawick Town (outside flood areas)	16 (21%)
Not specified	10 (13%)
Teviot Crescent area	7 (9%)
Commercial Road area	6 (8%)
Sandbed area	6 (8%)
Common Haugh area	4 (5%)
Duke Street area	4 (5%)
Slitrig Valley area	4 (5%)
Teviot Valley	3 (4%)
Weensland area	1 (1%)
Outside catchment	1 (1%)
<b>Total</b>	<b>76 (100%)</b>

Table 1: Areas represented by questionnaire responses (ranked highest to lowest)

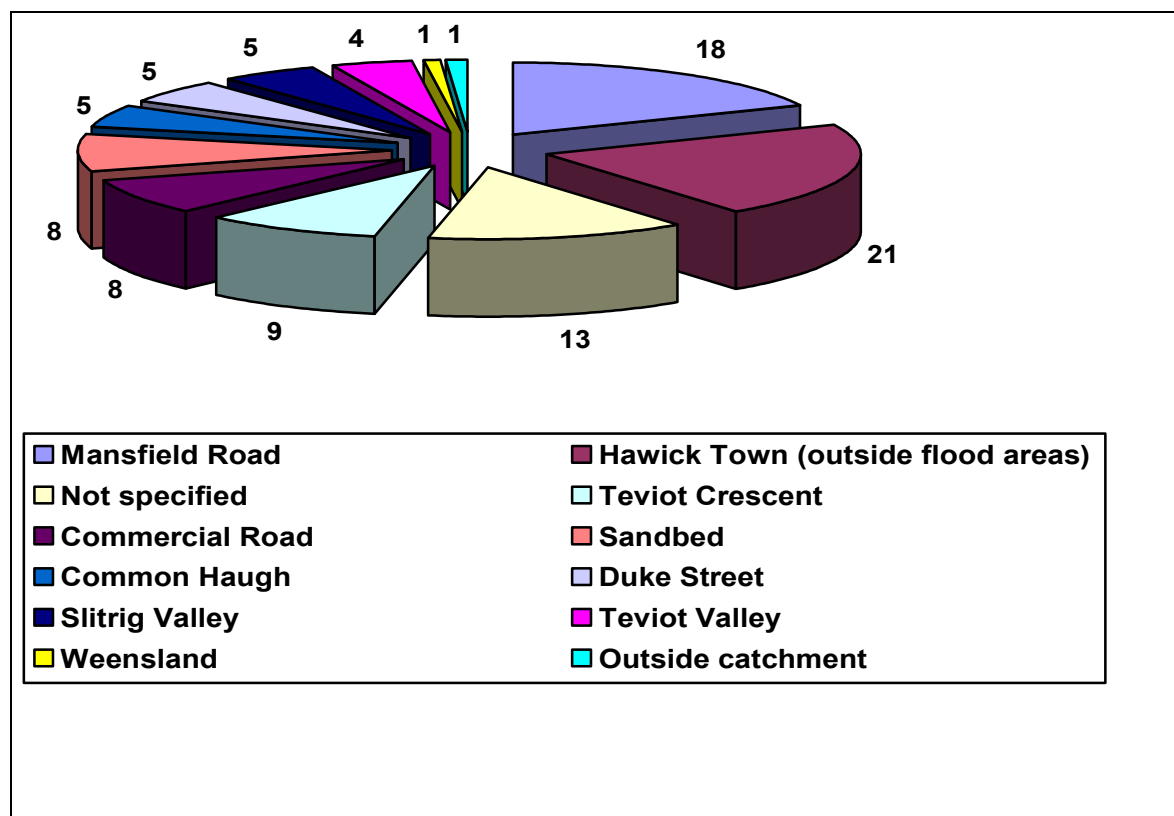


Figure 1: Areas represented by questionnaire responses

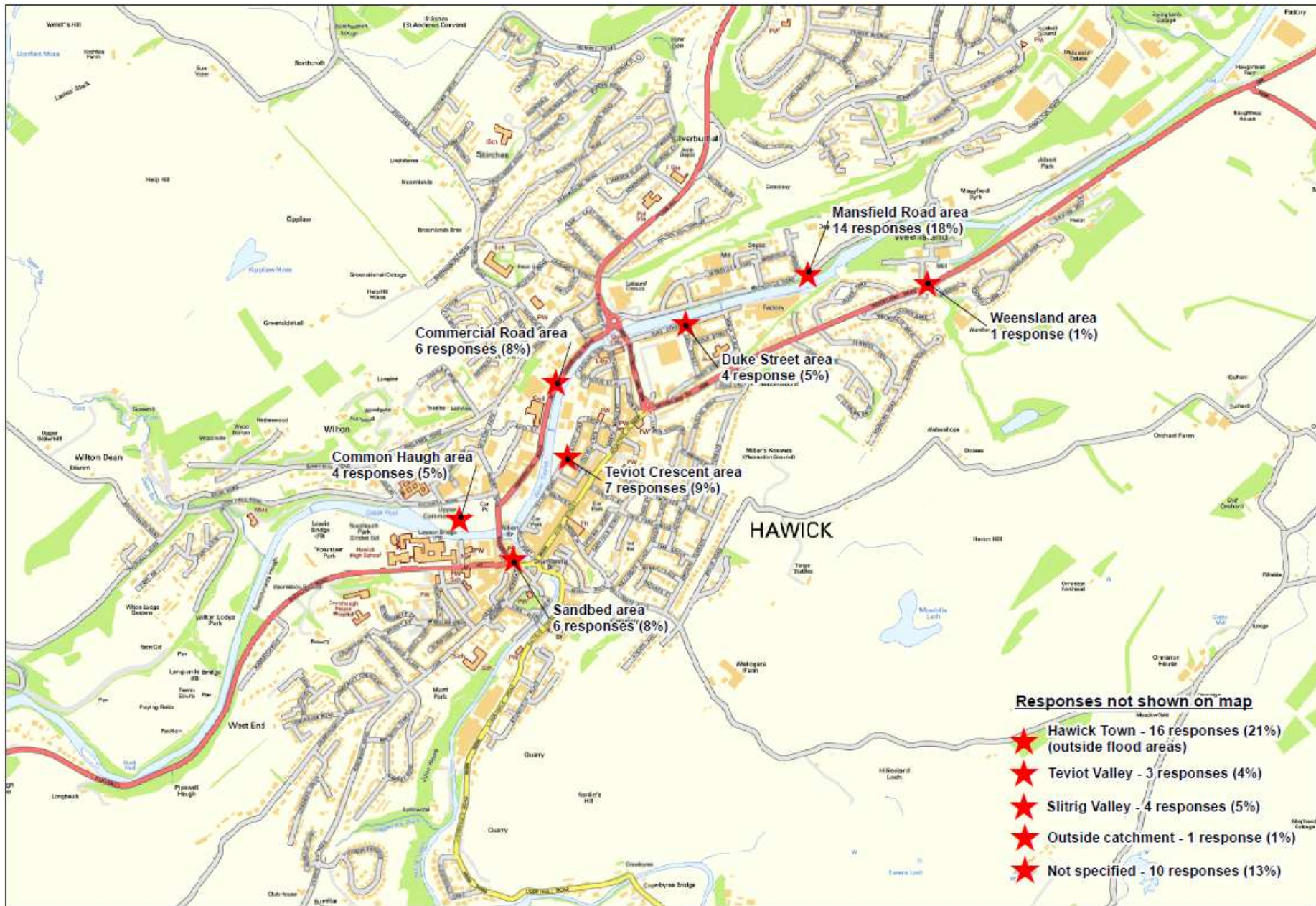


Figure 2: Plan of areas represented by questionnaire responses

## **Question 2:**

### ***Do you want to see a flood protection scheme for Hawick?***

Of the 76 questionnaire responses, 74 answered 'Yes' to this question indicating positive support for the Scheme. Two of the participants had left this question unanswered.

Participants were also given the opportunity to provide comments along with their answer to this question, many of which mentioned previous flooding to their property and the devastation this had caused. One comment from a resident of Mansfield Road simply reads "once flooded, always worried", which appears to echo the feelings of many of the residents in flood-prone areas. A Teviot Crescent resident also comments on the cost of house insurance; he/she is currently paying £150 per month.

## **Question 3:**

### ***Do you approve of the approach that we are taking in developing a flood protection scheme for Hawick?***

70 out of the total 76 participants answered 'Yes' to this question, 4 answered 'No' and 2 did not provide an answer. The concerns of those that provided negative comments are listed below, along with a response from the Project Team to help explain the reasons for the approach being taken.

- "Too slow, Hawick higher risk than Gala should be dealt with sooner"

#### **Project Team's response:**

*In 2007, the Council approved an Implementation Plan for Flood Protection Scheme to tackle flood risk to the main towns across the region. This strategy identified that formal Flood Prevention<sup>1</sup> / Protection<sup>2</sup> Schemes should be advanced for the towns of Galashiels, Selkirk and Hawick (in that order) to mitigate those risks. Since that decision in 2007 the Council have been systematically advancing those schemes and design work has been ongoing for the Hawick Scheme since early 2010. Further, it must be recognised that advancing a formal flood protection scheme is a major undertaking and takes substantial amounts of time. Such schemes are advanced under the 2009 Act and in accordance with the appropriate Regulations and guidelines. This is to ensure that the legislation is not used inappropriately and to ensure the Scheme is appropriate for the town and has been chosen further to consultation with the people of the town.*

- "There is no protection for the Slitrig"

#### **Project Team's response:**

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<sup>1</sup> Flood Prevention Schemes were provided for under the now superseded Flood Prevention (Scotland) Act 1961 and the Council has secured approval under this Act for the Galashiels Flood Prevention Scheme 2010.

<sup>2</sup> Flood Protection Scheme are advanced under the new Flood Risk Management (Scotland) Act 2009 and the Council has secured approval under this Act for the Selkirk Flood Protection Scheme 2012. The Hawick Scheme will be advanced under the 2009 Act.

*The full effects of flood risk from the Slitrig Water are still being evaluated. The Council acknowledges that the Slitrig Water poses a flood risk to Hawick town centre and it is possible that flood protection plans will be extended to include the Slitrig Water in the future.*

- *“Only in the town, do not flood the farmland” [it is presumed this is an objection to the option of using agricultural areas for upstream flood storage]*

**Project Team’s response:**

*The aim of the Scheme is to provide the highest level of protection possible by considering the most efficient, economical and beneficial options. Flood storage offers a method of reducing flood levels in downstream urban areas by storing the floodwater upstream in specially constructed dams. The dams would be designed to blend in with the existing landscape. It should be noted that the feasibility of providing these flood storage areas is influenced by the very high capital costs of constructing these dams as well as the commercial and social impacts on prime haughland and farmland. The entire process involved in providing any flood storage will require careful evaluation and detailed discussion with those affected.*

- *“The easiest way to prevent flooding in the town is to regularly clear the gravel from the river beds. Particularly the bed at the Mansfield Park roundabout.”*

**Project Team’s response:**

*This is a frequent point for debate in the design of a flood protection scheme. The removal of gravel from the riverbeds is not considered a sustainable flood protection measure for a number of reasons:*

- *The rate of gravel build up changes over time, as the deposition and removal of gravel is a natural process that is difficult to control or quantify;*
- *The removal of localised accumulations of gravel does not make a significant difference to flood levels;*
- *The cost of removing gravel is very high and over time the deposits will form again therefore it is not a robust long-term solution to flooding;*
- *The removal of gravel from the riverbed can be extremely detrimental to the habitats of fish and other aquatic creatures; and*
- *The provision of a flood protection scheme would ensure that the town was protected against a major flood event regardless of whether or not there were gravel beds (and / or trees) in the river channel.*

*However, small scale gravel removal from specific locations can be taken forward under appropriate environmental licensing, if such removal results in a clear flood risk benefit and / or benefit to an existing piece of infrastructure (e.g. the potential for undermining of a bridge abutment).*

The general view from the responses to this question, however, appears to be positive, with a number of responses commending the project team and supporting the approach of involving and engaging the public during the Option Appraisal Stage (i.e. Stage 3 of the Scheme’s design).

**Question 4:**

***Have you previously experienced flooding?***

42 from the 76 responses answered 'Yes' to this question, with many people affected by the flooding during the major recent event in October 2005. Others refer to the flooding of Hawick High School in 1977; therefore it is clear that the devastation caused by flooding in the town is etched in the memory of many local people.

One resident of Mansfield Road commented they were "completely flooded in 2005 and still can't get [home] insurance". Another Mansfield Road resident reported that the "floodwater rose so quickly it took 15 minutes from the pavement until it reached our front door".

**Question 5:**

***Are there any flood related issues that you feel we have missed?***

The majority of participants answered 'No' to this question and (it is assumed) are therefore happy that all flood-related issues have been considered. However 15 participants answered 'Yes' and 9 left the question unanswered. Of those that answered yes, there were a variety of issues and concerns raised. Table 2 below provides details of the key issues raised along with responses / actions from the Project Team in relation to these concerns.

No.	Area	Comment	Project Team's Response
1	Commercial Road area	Better maintenance of banks and beds	Maintenance of the banks and riverbeds e.g. gravel removal, does not significantly contribute to flood risk reduction and is therefore not considered a long-term sustainable solution. However, the implementation of flood protection measures as part of a Scheme would require an extensive maintenance plan to be prepared to ensure the future integrity of new flood protection structures. This would include regular inspections of the riverbanks and channels and carrying out any essential repair works.
2	Common Haugh area	More work on amending the cauld	The option of removing the Coble Cauld is being considered as part of the Option Appraisal Process. It is recognised that this will incur significant capital costs for flood risk benefits that are limited to the Volunteer Park area and will include major bed re-grading and bank reinforcement upstream of the Cauld (approx 700m). It is therefore likely that removal of the Cauld would not make a sufficiently significant reduction in flood levels throughout the town to justify the cost of the works.
3	Sandbed area	People that refuse for construction to take place on their properties	If the flood protection scheme goes ahead, there is a complex formal legal process which must be followed, in accordance with the Flood Risk Management (Scotland) Act 2009. This involves close consultation with all those directly and indirectly affected by the proposed flood protection measures. Plans of the proposals are then drawn up and a period over which they can be inspected is advertised in the newspapers. Anyone has a right to object to the plans. If the flood protection proposals result in monetary loss which can be demonstrated, then compensation is available.  Once the processes are complete and the Scheme is confirmed, the Council then has the legal powers to construct the works.



No.	Area	Comment	Project Team's Response
4	Weensland area	The emotional issues attached have not been considered	Presuming this query relates to construction, the Project Team will consider the effect of the Scheme's construction works on local residents and the environment. This will include mitigation measures to limit any inconvenience and stress caused by the works e.g. careful planning of the contractor's working areas, access restrictions, noise reduction measures, reasonable working times, etc. A public liaison officer would also be appointed during the works to discuss any concerns.
5	Teviot Crescent area	Would like some clarification on one way valves being fitted to drains on Teviot Crescent	Non-return flap valves have been fitted to the existing drainage outfalls to prevent the back flow of water through the drainage system and gullies when the river is in flood. Drainage can continue to flow from the town-side of the valve into the river during times when the river is not in flood. The valves will require to be periodically checked to ensure they are in good working order.
6	Area not provided	Kerb stopped possibly too early should go up to the Leisure Centre up Mansfield Road	Kerbs are provided at specific low points where we know the floodwater starts to escape from the river. They extend further than they need to (beyond the low points), which gives the impression that they suddenly stop and compromises the level of flood protection – in reality, they are providing protection against the 1 in 10 year event.
7	Sandbed area	There is a gate in the Post Office sorting depot that needs attention even floodgate put on A.S.A.P. or build higher wall	It is possible that the 'gap' in flood protection created by the open metal fence in the Post Office sorting depot could be upgraded as part of the Council's Minor Works Programme. Options would include replacing the gate with a flood gate or building a wall with a ramp over for access to the grassland on the river side. This issue has been passed from the Scheme's Project Team to the Council's Flood Protection Team.
8	Outside catchment	Tonbridge, in Kent, has a sluice gate outside the town that floods land that is otherwise unused or used only for grazing. Could this be an option?	This is a similar concept to the upstream flood storage areas shown on the exhibition boards. The flood water is held back upstream of the town to reduce the need for high defences in the urban area. However, there are major issues relating to the flooding of prime grazing and silage fields upstream of Hawick.
9	Area not provided	No examination into the effects of forestry at the top of the valley	Current forestry practice is required to include sustainable flood risk management such that any new areas of forestry should not have an adverse effect on the downstream flood risk. We are aware that some previous planting and drainage practices were not so sympathetic to downstream flood risk. Our future investigations into Natural Flood Management could tackle these issues.
10	Mansfield Road area	Clearing the riverbanks of bushes and small trees	Whilst this may help to reduce the risk of blockage to river structures such as bridges and culverts, this is not likely to provide any significant benefit to a major flood protection scheme. In addition, removal of established vegetation, bushes and small trees from riverbanks can cause instability of the banks. The roots from vegetation provide a good natural erosion protection system to riverbanks.
11	Common Haugh area	How does water drain from the top of the town if big walls are built to block it?	The design of the flood defence structures will incorporate sophisticated drainage systems on the "dry" side of the defence to deal with any surface water flooding issues which may be caused by the defences 'blocking' the flow of water back into the river. In the event that the river is high and we have large volumes of surface water, the surface water will be collected in large sumps and pumped back into the river.

No.	Area	Comment	Project Team's Response
12	Mansfield Road area	Replacement of Albert bridge (Probably in dangerous condition) would alleviate effects of damage. Prevention of water penetration into old Lades System needs to be investigated	The demolition and replacement of Albert Bridge is being considered as an option as its removal offers significant flood risk benefits upstream of the structure. However, the very high capital costs (upwards of £5 million) and logistical and heritage issues (Grade B Listed structure dating back to 1865) associated with its demolition and removal will make it very difficult to justify as part of the Scheme. If other funding sources could be realised to improve the crossing from a road safety perspective, then its replacement could be more viable.  With regard to the Mill Lades: we are aware of the network of tunnels and conduits which criss-cross the town and the risk of flood water penetrating these is a high priority for the project team to consider and alleviate as the project moves forward.

Table 2: Comments and Project Team responses to Question 5

**Question 6:**

***Do you use the river for recreational purposes?***

48 out of 76 respondents indicated that they do use the river for recreational purposes, the majority of which is walking. Figure 3 (below) shows the proportion of each of the major recreational activities mentioned in the responses. Note that a number of the responses listed multiple recreational uses.

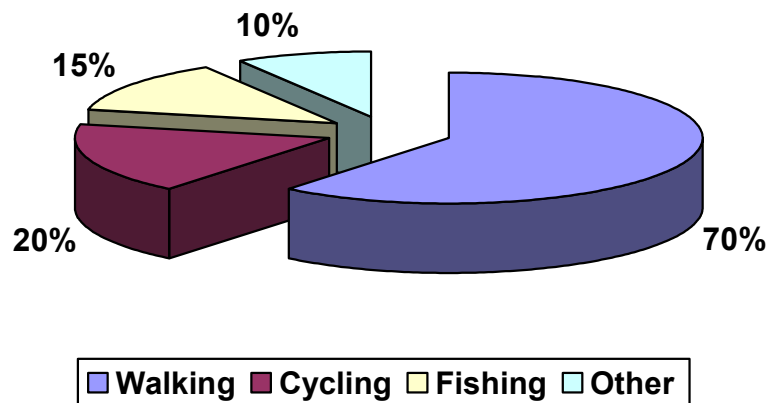


Figure 3: Percentage of responses indicating recreational use of the river

**Question 7:**

***Do you have any concerns about how the flood protection scheme may affect recreational activities at the river?***

11 participants answered 'Yes' to this question, indicating that they do have concerns about how the Scheme may affect recreational activities at the river. Table 3 includes details of the major concerns raised and how the Project Team hope to address these in the design process.

No.	Area	Comment	Project Team's Response
1	Commercial Road area	Fishers access to the river	The construction of flood defences along the banks of the river will undoubtedly cause a reduction in access at specific locations. It is proposed to keep riverside paths (such as at the High School, Common Haugh and at Weensland) on the "wet" side of the flood defences. This will ensure that the restriction on access is kept to a minimum. Many of the areas identified already have limited access due to existing walls, railings, etc. Areas where access is essential (e.g. the Common Riding) will be considered in the design process.
2	Mansfield Road area	Access for swimmers, fishers, etc.	See response above in item 1 of this table.
3	Hawick Town - Not Flood Cell	Reduction in wildlife habitats	Prior to any construction work, a full environmental impact assessment will be carried out and appropriate mitigation measures incorporated into the works.
4	Common Haugh area	If not protected Volunteer Park development is at risk	Whether or not the Volunteer Park area will be protected will be an outcome of the Option Appraisal Process. It is not permitted to provide a flood protection scheme solely for the purposes of promoting development, but if protecting Volunteer Park offers the most viable option for flood protection to the High School, Buccleuch Road, etc. then an extra benefit will be that the Volunteer Park site is also protected.
5	Teviot Crescent area	Gravel retention for salmon	Except in very localised areas (e.g. downstream of Cobble Cauld), there are currently no plans to interfere with the gravel accumulations and riverbed material. Prior to any construction work, a full environmental impact assessment will be carried out and appropriate mitigation measures incorporated into the works if required. The entire River Tweed catchment is a Special Area of Conservation which means that it will be illegal to impose an adverse effect on salmon spawning grounds, etc.
6	Slitrig Valley	Views of the river would be obscured by high walls but glass panels would be a solution	The design of the flood defence structures has not yet been fully developed. Consideration will be given to all possible forms of construction and the most appropriate solution will be selected. Glass panels may also be considered to maintain river views.

*Table 3: Comments and responses to question 3*

Interestingly, a number of those that responded 'No' to this question commented that "recreation is secondary to the protection of property" and the "safety of homes should be [the] primary concern".

### **Question 8:**

#### ***Do you have a disability?***

5 respondents out of 76 indicated that they have a disability.

It should be noted that all new flood defence structures, ramps, footpaths, etc. will be designed and constructed in accordance with the requirements of the Disability Discrimination Act (DDA) 2005 and the Disability and Equality Act 2010. It is

therefore not anticipated that any person with a disability will be affected by the works proposed in the Scheme.

**Question 9:**

***Are you particularly concerned with any of the possible options?***

16 out of 76 participants answered 'Yes' to this question, representing around 20% of the total. Details of the concerns raised and the responses of the Project Team are contained in Table 4.

No.	Area	Comment	Project Team's Response
1	Mansfield Road area	Wall height will need to be carefully considered	One of the Scheme's objectives is to ensure that the town is not severed from the river by very high floodwalls. Mitigation measures will be put in place where the top of wall height is greater than 1.4m above the adjacent footpath. This could include raising the footpath or installing glass panels to permit views of the river.
2	Mansfield Road area	Timescale: should have acted before now	The Scheme is being taken forward in accordance with the Council's strategy for flood protection. The Minor Works Programme is delivering small scale, but vital flood protection measures in the most vulnerable parts of the town in the short-term e.g. the kerbs at Mansfield Road; the Flap Valves at Commercial Road etc.
3	Common Haugh area	Using Volunteer park as a runoff area	By utilising potential 'storage' areas such as Volunteer Park there is the opportunity to reduce the height of hard defences in the surrounding area, albeit by only a few centimetres. The situation where the park would become inaccessible due to floodwaters is likely to be very rare and the grassed area would recover relatively quickly.
4	Sandbed area	The breaching of the Cauld is a mistake	This is one of a number of options and will be assessed in detail before any final decision is made. Your concern is noted.
5	Mansfield Road area	Height of the wall at Mansfield Road	Refer to response to item 1 in this table.
6	Mansfield Road area	Walls etc. built to confine the water flow could increase the depth and acceleration of the water in the confined area	This is true – by stopping floodwaters from escaping into the town and containing them in the channel, the depth and velocity of flow will increase where defences are provided. The design of the flood defence levels will be based on sophisticated flood modelling to ensure that the required level of protection is provided. The design will include 'freeboard' (a safety factor above the design flood level) to cater for any increase in level due to fast flowing water round bends.
7	Hawick Town - Not Flood Cell	Water collection areas & effect on agriculture long-term	All landowners that are affected by the flood protection measures will be given the opportunity to demonstrate monetary loss due to loss of land, disturbance during construction, future losses due to flooding of land, etc. These landowners would then be entitled to compensation to cover these losses. Please see other responses in this report which discuss the issues relating to flood storage (refer to responses to Question 3).
8	Area not given	Flooding of land up valleys, severe impact on businesses	See response to item 7 in this table.

No.	Area	Comment	Project Team's Response
9	Common Haugh area	Concerns for areas downstream of Hawick	The design team have produced a sophisticated computer model of the River Teviot from Langlands Bridge to Hornshole Bridge. The model shows that the change in flood levels downstream of the last flood defences at the Council depot is negligible i.e. in the region of 15mm increase. There is also no additional flood risk to Denholm or Kelso. That said, the Project Team intend to engage full with those properties immediately downstream of Hawick to ensure that there is no specific increase to their property.
10	Slitrig Valley	The flooding of the farm land upstream of Hawick, good land won't recover from that onslaught	See response to item 7 in this table.

Table 4: Comments and responses to question 9

### **Question 10:**

#### ***Would you like to see the project team provide a dedicated website for the Hawick Flood Protection Scheme?***

58 people responded 'Yes' to this question, representing around 75% of the total returns. A number of participants left this question unanswered, with 9 people answering 'No'.

Those that answered 'Yes' to this question have provided additional positive comments indicating that a website would be very useful for keeping the public informed and that they would certainly check this regularly.

Of those that answered 'No' to this question, a number of reasons have been stated:

- "Local newspapers will keep everyone informed"

Project Team's response:

*Whilst local newspapers are a good way of keeping the public informed, many people now turn to the internet to keep up-to-date with local and national news. By creating a dedicated website, this allows the Project Team to ensure the site is regularly updated with the latest information and hopefully reach a wider audience.*

- "Not at the cost of removing money destined for physical flood protection work. Not sure how often it would be updated or looked at."

Project Team's response:

*The cost of providing a regularly maintained website throughout the life of the project is negligible when compared with the whole life cost of providing even the smallest scale flood protection measures. The annual operation and maintenance cost for a website of this type is in the region of £800, which, for example, is approximately the cost of providing a half-metre length of low-height flood defence embankment.*

To help highlight the level of interest in a dedicated project website, the usage figures for the Selkirk Flood Protection Scheme 2012's dedicated project website have been investigated. Since it was set-up in April 2010 through to July 2012, the website has received nearly 40,000 hits. Figure 4 illustrates the high numbers of monthly website views over the 28-month period.

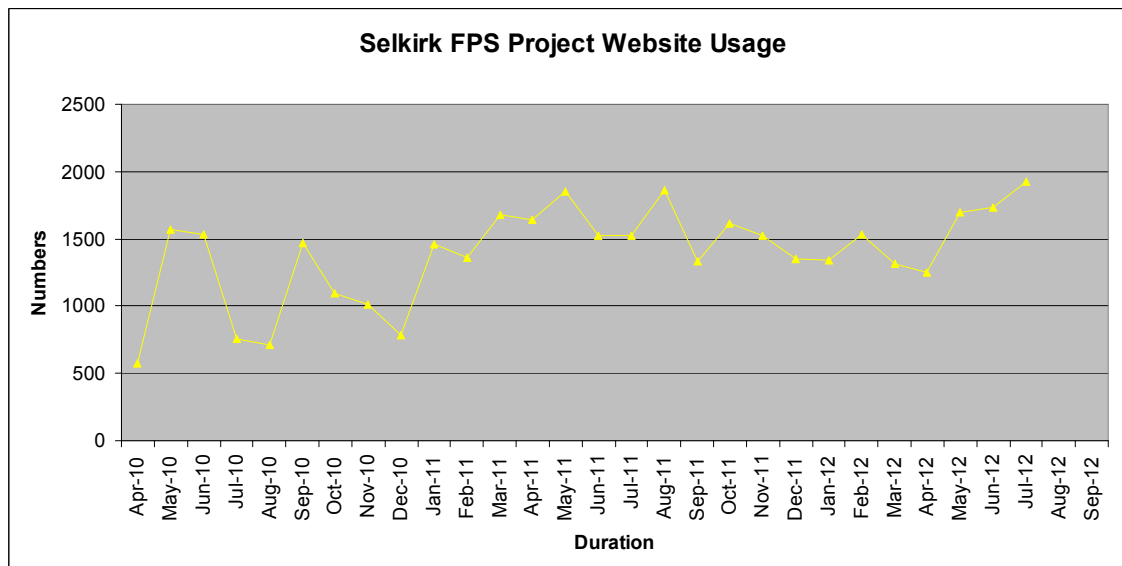


Figure 4: Selkirk Flood Protection Scheme monthly website usage

Given the interest already generated for the Scheme and the encouraging attendance at the public exhibition, it is anticipated that a dedicated website for Hawick would be an extremely worthwhile venture.

**Question 11:**

***Do you have any other issues that you would like to raise?***

A number of participants have raised final additional issues in response to this question, some of which are discussed below.

- “Shale pile at bottom of Cobble Cauld should be removed as it is causing dramatic erosion”

Project Team’s response:

*Whilst the periodic wide scale removal of riverbed material deposits is not considered a sustainable, environmentally sound flood protection measure, the Project Team are actively considering removing or regrading the gravel bank downstream of the Cauld to reduce the risk of erosion at the riverside footpath at the Common Haugh.*

- “Keep SEPA out of the decision-making process or we’ll never get anywhere!”

Project Team’s response:

*The Scottish Environment Protection Agency (SEPA) is a statutory consultee and the Water Environment (Controlled Activities) (Scotland) Regulations*

*2011 (CAR) gives SEPA powers to regulate activities in the vicinity of the water environment. The Council therefore has a legal obligation to consult SEPA on the flood protection proposals and follow the correct procedure for gaining approval of the works.*

- “Ensure that after modifications that insurance can be both cheap and obtainable”

Project Team’s response:

*The Council unfortunately has no influence on the cost or obtainability of home insurance from independent companies. It is hoped however that if / when the flood protection works are complete that residents will find it easier to obtain affordable home insurance for their properties.*

**Summary:**

A summary of the responses to the questions is contained in table 5.

Question	Details	Response		
		Yes	No	Unanswered
Q2	Do you want to see a flood protection scheme for Hawick?	74	0	2
Q3	Do you approve of the approach that we are taking in developing a flood protection scheme for Hawick?	70	4	2
Q4	Have you previously experienced flooding?	42	32	2
Q5	Are there any flood related issues that you feel we have missed?	15	55	6
Q6	Do you use the river for recreational purposes?	48	26	2
Q7	Do you have any concerns about how the FPS may affect recreational activities at the river?	11	63	2
Q8	Do you have a disability?	5	68	3
Q9	Are you particularly concerned with any of the possible options?	16	57	3
Q10	Would you like to see the project team provide a dedicated website for the Hawick flood protection scheme?	58	9	9
Q11	Do you have any other issues that you would like to raise?	8	57	11

*Table 5: Summary of responses to questionnaire*

**Outcome**

This document will be available on the Scheme’s Project Website at [www.hawickfloodscheme.com](http://www.hawickfloodscheme.com) as soon as possible.

**Gratitude**

The Project Team would like to express their thanks to everyone who attended the Public Exhibition. They would also like to express their specific thanks to the Hawick Volunteer Flood Group, SEPA and the Council’s Emergency Planning Team for their participation in the exhibition.





**APPENDIX A: Blank Questionnaire**





## Public Exhibition No. 1 - The Risk & The Options

### QUESTIONNAIRE - PAGE 1

1. Please provide your postcode:
2. **Do you want to see a Flood Protection Scheme provided for Hawick?** Please identify the main reason for your decision: YES / NO
3. **Do you approve of the approach that we are taking in developing a Flood Protection Scheme for Hawick?** Please identify the main reason for your decision: YES / NO
4. **Have you previously experienced flooding?** If so, please provide some brief details of the flood event: YES / NO
5. **Are there any flood related issues that you feel that we have missed?** If so, please provide some details of the issues so that we may consider them as part of the ongoing design process: YES / NO
6. **Do you use the river for recreational purposes?** This may be either directly by canoeing, fishing, swimming etc. or indirectly by walking / cycling etc.? If so, please state your activity / activities? YES / NO
7. **Do you have any concerns about how this Flood Protection Scheme may affect recreation activities at the river?** If so, please state your concerns so that we may take assess them through the ongoing design process: YES / NO
8. **Do you have a disability and / or currently experience any issues with regards to access in relation to the existing river infrastructure?** This question includes the existing bridges, pathways etc. YES / NO
9. **Are you particularly concerned with any of the possible options?** If so, can you confirm which one and why: YES / NO



## QUESTIONNAIRE - PAGE 2

10. **Would you like to see the project team provide a dedicated website for the Hawick Flood Protection Scheme?** If so, can you confirm that you would periodically look at it for updates on the Scheme: YES / NO

11. **Do you have any other issues that you would like to raise?** On any matter relating to the flood risk to Hawick, so that the project team can take them into consideration through the ongoing design process: YES / NO

12. **SPACE FOR ANY ADDITIONAL COMMENTS:**

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### PLEASE INSERT THE COMPLETED QUESTIONNAIRE IN THE BOX AT THE EXHIBITION

Alternatively, please post the completed questionnaire to: **Rob Dickson, Director of Environment & Infrastructure, Council Headquarters, Newtown St. Boswells, Melrose, TD6 0SA**

Completed questionnaires are be returned by: **Friday 10th August 2012**

Thank you for your interest in the Hawick Flood Protection Scheme and in completing this questionnaire. We will consider all suggestions during our ongoing Option Appraisal Process before we choose the Preferred Scheme. A second public exhibition will be held in the future during Stage 4 (Outline Deign) once an Outline Design has been developed for the Preferred Scheme.

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### Alternative Formats:

You can get this document on tape, in large print, and various other formats by contacting us at the address below. In addition, contact the address below for information on language translations, additional copies or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.

Contact: Jacqueline Whitelaw (Environment & Infrastructure)

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Address: Council Headquarters, Newtown St. Boswells, MELROSE, TD6 0SA  
Phone: 0300 100 1800  
Fax: 01835 825071



**APPENDIX B: Questionnaire Analysis Spreadsheet**



