TACTIC

TOOLS, METHODS AND TRAINING FOR COMMUNITIES
AND SOCIETY TO BETTER PREPARE FOR A CRISIS

Short report on Workshop 2, Case Study Floods in Central Europe

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Acknowledgement

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Preamble

The overall aim of the TACTIC project is to increase preparedness to large-scale and cross-border disasters amongst communities and societies in Europe. This will be achieved through drawing on state-of-the-art literature related to risk perception and preparedness as well as creating a catalogue of good practices in education and communication. This information will be drawn together in the form of a self-assessment for community preparedness. The self-assessment will access the risk perception, preparedness and existing capacities of a given community and use this information to point communities towards those good practices (methods, aims, contents, etc.) in communication and education that best reflect their needs. All these findings and outputs will be presented in an online learning platform which aims to ensure the sustainability of the use of the project's outcomes after the project has come to an end.

A first version the TACTIC Online Self-Assessment Platform (TOSAP) has been developed for each of the four case studies (e.g. terrorism, floods, pandemics/epidemics, and earthquakes) in the first year of the project. These first versions were presented, discussed and further developed during a first round of case study workshops that took place in February and March 2015. An updated version of TOSAP with more specific and elaborated contents based on the feedback collected during the first round of workshops and as well as from the practical case study partners (PCSPs) was then presented during a second round of workshops to receive additional feedback on the specific questions, associated answer categories and the feedback and presentation of good practices provided as a result of the self-evaluation process.

This deliverable contains a summary report on the second stakeholder workshop of WP5 (Floods in Central Europe) that took place on 27 October 2015 in Bogatynia, Poland.

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Expectations from the DoW

Task 5.4: Workshop 2 – Validating the audit [self-assessment] and education and communication material and practices (including evaluation)

Task leader: IMGW

Lessons learnt from the first workshop as well as lessons learnt from the first workshops of the other three case studies will be drawn together in order to create an improved and multi-hazard version of the audit [self-assessment], which will be discussed and validated during the second workshop. Additionally, the workshop will be used to validate the education and communication material and practices. The findings of the workshop will feed-back into WP2 and 3 and will also feed into WP8 as well as 9. ED will participate in the workshop organisation tasks so as to provide inputs with regard to the technical possibilities of the audit tool, as well as supporting any technical problems that may occur in the use of the audit tool. The workshop will include a presentation (ED) of the training and auditing [self-assessment] platform of the project. Participants will be invited to try the online auditing [self-assessment] module and, during discussion, initial feedback from the audience will be collected. In addition, participants will be asked to answer a series of questions relating to the targets specified in the evaluation methodology for the platform, developed in WP8. The results will be used to improve the platform within the scope of WP9.

1 Introduction

Figure 1: 2013 Flood in Germany. Photo: André Künzelmann, UFZ.

1.1 Background of the case study

This case study focuses on the preparedness of communities to small as well as large scale and/or cross-border flood events that have repeatedly occurred (e.g. in 1997, 2002, 2006, 2010, and 2013) in Central Europe, with a particular focus on Germany (Free State of Saxony), Poland (Województwo Dolnośląskie / Lower Silesian Voivodeship), and the Czech Republic (Liberecký Kraj / Liberec District).

TACTIC aims to understand the role of risk communication before, during and after an event on community preparedness with a special focus on assessing and evaluating existing risk communication activities; in particular their suitability and usefulness with regard to disaster risk preparedness. While flood risk is managed on various levels (EU, national, regional, local), risk communication with the general public mainly takes place on the regional and local level. This is, therefore, the spatial/organisational focus of our case study.

1.2 Relevant actors for the aims of the case study

An overview about relevant actors for risk communication in the three case study countries is provided in D5.1 (Müller et al. 2015). In regards to the case study on floods the following, paragraphs provide an overview of the most relevant actors on regional and local level.

At a communal level in Germany, actors such as the mayors, the Local Water Authorities, District Offices, fire fighters, first aid and civic organisations, NGOs, the Technical Relief Service (all potentially supported by the armed forces) are actively involved in flood risk management, flood defence and flood risk communication.

Local crisis management centres in Poland are responsible for crisis management before, during and immediately after the flood when returning to normal conditions. During the crisis the Centre has the task of supporting the Mayor in the coordination of the emergency services in the area of the *gmina*. They are also responsible for preparation of crisis management plans for the communes.

In the Czech Republic, local flood committees which are made up of elected members and lead by the mayor exist. These committees have specified tasks before, during and after floods. In addition to that, the Czech Republic has an integrated rescue system consisting of ambulance, fire fighters, and the police.

1.3 Goals of the workshop

The goals of the second workshop within this case study was to first present a tool that was developed and refined version based on the findings and input of the first workshop. The second goal was to receive feedback from the potential users of the TACTIC Online Self-Assessment Platform (TOSAP) by allowing participants to test and evaluate the tool. In addition, as a result of the first workshop participants mentioned they would have liked to have a stronger exchange with their colleagues from neighbouring countries on applied methods and solutions for multilingual risk communication. Therefore, a third goal of the workshop was to discuss cross-border risk communication and its challenges. Furthermore, one point of discussion which is included in the DoW is the development of a multi-hazards tool which takes into account cascading effects. In order to gain some input and inspiration from practitioners for how we might include questions regarding cascading effects in the self-assessment, we also set aside time in the agenda to discuss the cascading effects of floods as a challenge for cross-border cooperation and risk communication (see Sections 3.4 and 3.5).

1.4 The workshop venue

The workshop took place at the Trilateral Cooperation Center of Bogatynia, located close to the Czech and German border in Poland. The venue was very well suited to host such a workshop due to its location in a previously flood-affected area, its proximity to the other case study locations and its spacious rooms that are well prepared for the installation of booths for simultaneous translation between German, Polish and Czech.

Figure 2: Workshop venue. Photo: Anna Kunath, UFZ.

1.5 Workshop Agenda

2. Workshop Case Study 2: Floods in Central Europe

27th October 2015

Trilateral Cooperation Center

Nadrzeczna 18, Bogatynia, Polen

Time	Session
9.00-9.30	Registration
9.30-10:30	**Institute of Meteorology and Water Management - National Research Institute (IMGW-PIB)** Welcome
	The TACTIC Project (UFZ) • Presentation of the current state of the TACTIC project activities
	Introduction round (all participants) • Experiences with cross-border cooperation in the field of flood risk management and communication
10:30-10:45	Coffee break
10:45-12:45	**Presentation of the Online Self-Assessments and aims of the group work (UFZ)**
	Group work: Test and discussion of self-assessment for organisations and the general public including evaluation
12.45-13.45	Lunch break
13:45-15:15	**Group discussion:** Cascading effects and challenges for cross-border cooperation
15:15	Coffee and closing of the workshop

2 Workshop participants

Figure 3: Workshop participants listening to the project introduction. Photo: Anna Kunath, UFZ.

2.1 German participants

- A member of the Town Council (Stadtrat) in Flöha and was severely affected by the 2002 and 2013 floods as he experienced damages to his private property. As a member of the town council he is also involved in civic engagement and the process of developing and implementing local structural flood protection measures, especially in regards to protecting infrastructures such as buildings.

- A member of the the District Office (Landratsamt) Bautzen, Department Disaster Protection. The district office is responsible for the availability, appropriate training, equipment, accommodation and the operational capabilities of forces and means for disaster prevention depending on the local hazard level. Moreover, it is responsible for the preparation and updating of local warning and action plans.

- A member of the District Office (Landratsamt) Görlitz in the Department for disaster protection and rescue service.

- A member of the Municipality of Flöha and is responsible for fire and disaster protection.

- A political scientist working at the University of Greifswald in the Institute of Psychology. He conducts research on risk communication and cascading effects and is involved in the EU-funded project SNOWBALL. It was the first time he attended a TACTIC case study workshop.

The number of German participants was significantly lower than in the last workshop because many of our Practical Case Study Partners (PCSPs) are currently involved in refugee management and were thus unable to attend. However, they have expressed continued interest in the project and will be contacted in regards to testing future versions of the platform as well as in regards to their attendance at the TACTIC final conference in March 2016. This will be done bilaterally with stakeholders interested in providing feedback.

2.2 Polish participants

- Four representatives of the Crisis Management Centre of the Commune Office in Bogatynia. They are responsible for the development of the emergency plan for the area of the Bogatynia commune. They assess emergencies and oversee the activities of different workers and groups (such as the voluntary fire brigade) to ensure safety of the public before, during and after the crisis. These four people attended the workshop for the first time, but the Crisis Management Centre was also represented during the first workshop by other employees.

- A member of the Department of outside source of finances, also associated with the Commune Office in Bogatynia. Her task is to find sources of financing communal projects.

- A member of the Commune Office in Bogatynia

- Four representatives of the Zgorzelec Crisis Management Centre on the district (*powiat*) level (second level in Polish administration). They assess the emergency and oversee the activities of different workers and groups (such as the voluntary fire brigade) to ensure safety of the public before, during and after the crisis. They attended the workshop for the first time.

- A member of the Civil Protection Department of Zgorzelec. His task is to develop the emergency plan for the area of the commune Zgorzelec and to assess local emergencies. He oversees the activities of different workers and groups (such as the voluntary fire brigade) to ensure safety of the public before, during and after the crisis. He did not attend the first workshop on floods.

- Two members of the NGO Enthusiasts of Bogatynia Region and representatives of the general public. They also attended a TACTIC workshop for the first time.

- Dorota Szwedo is head of the NGO Strong Women of Bogatynia that was founded after the 2010 flood. The organization is consisting of active women managing shops, small companies etc. She attended a TACTIC workshop for the first time.

2.3 Czech participants

- A member of the Joint Secretary of the Cities Network "Little Triangle - Zittau (D), Bogatynia (PL), Hradek nad Nisou (CZ)" in Hradek nad Nisou.

- Two representatives of the community of Hradek nad Nisou.

- A representative of the Security Threats and Crisis Management Unit of the Ministry of the Interior of the Czech Republic in Prague

2.4 Language

As the participants of the workshop came from three different countries and spoke three different languages, translations for Czech-German-Czech and Polish-German-Polish were hired to translate all presentations, comments and questions from the participants. The interpreters were located in booths at the backend of the conference room, but also joined the group work activities.

Figure 4: Interpreters (second from right) joined the group discussions in the morning to support translation and documentation. Photo: Anna Kunath, UFZ.

3 Presentations and group work

3.1 Morning session presentations

The morning started with a welcome speech from the Vice Mayor of Bogatynia. He highlighted the relevance of risk preparedness and cross-border communication in case of an emergency. His wish was to have a one page document for each community that contains information on prevalent hazards, potential consequences and guidelines on how to react to them. Tomasz Walczykiewicz of the IMGW then welcomed the participants on behalf of the Polish TACTIC team.

Figure 5: Welcome notes and introduction by Vice Mayor of Bogatynia, Tomasz Walczykiewicz (IMGW-PIB), and Christian Kuhlicke (UFZ). Photos: Anna Kunath, UFZ.

Christian Kuhlicke (UFZ) provided an introduction to the TACTIC project including its four case studies. He looked back at the last workshop on floods, informed participants about the current state of the TACTIC activities and presented the goals of the second case study workshop (Section 1.3).

All workshop participants were then asked to introduce themselves with their names, institutions, and experiences in cross-border cooperation, if applicable. Participants were asked to write all these information on card boards that were then pinned on a map showing the three countries Poland, the Czech Republic and Germany.
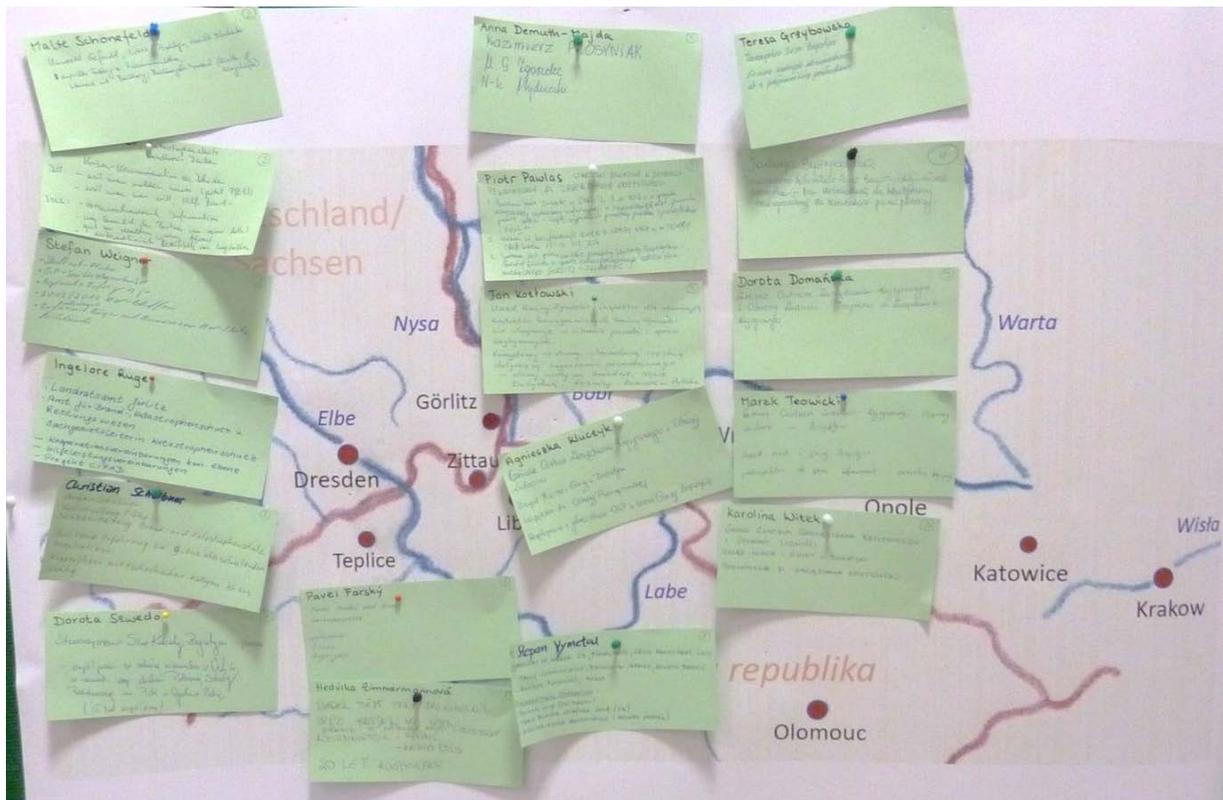
Figure 6: Result of the introduction round: overview about the participants and their experiences in cross-border cooperation. Photo: Anna Kunath, UFZ.

The expertise and experience in regards to cross-border communication and cooperation among the participants comprises of:

- Cooperation and assistance agreements in the case of floods on communal level (Germany-Poland)
- Crisis communication among institutions (exchange of existing information), desire to move to a more forward-looking information (what does the partner need to do his/her job, provision of status reports, etc.)
- Projects which aim to improve communication within the region exist. There is interest in expanding this to include cross border communication but funding has not been made available, yet
- The Czech participants referred to a communication manual that contains steps to follow in an emergency as well as the important contacts in all three countries
- According to some participants international cooperation should starts as early as possible best from the school
- Some participants mentioned that they did not have experience with cross-border communication but that they were interested in learning more
- One participant also said that help in this area would be appreciated

The next presentation after the coffee break was given by Annemarie Müller, UFZ. She briefly reflected on the starting point of the self-assessments, i.e. the communication flow and exchange of risk-relevant information between institutions/organisations responsible for risk communication and the general public. She then presented the idea, aim and conceptual framework of the TACTIC Online Self-Assessment Platform (TOSAP), that is currently being developed in WP2, 3, and 8. The goal of this presentation was to provide background information for the morning group work session.

Participants were very interested testing the self-assessment. This interest was expressed in the first workshop. This time, participants had sufficient time to test the current version of the organisational and general public's self-assessments that were available online.

Figure 7: Presentation of TOSAP by Annemarie Müller. Photo: Anna Kunath, UFZ.

3.2 Morning group work session

Five groups were created to test and discuss the TOSAP with a major focus on the self-assessments. The Czech group (group 1) consisted of two representatives from Hradek nad Nisou and a member of the Czech Ministry of the Interior. One interpreter and two TACTIC members were in this group to guide the participants through the platform and to document their feedback. The German group (group 2) was quite heterogeneous in terms of their origin and daily routines. It included members of local and regional institutions/organisations from different regions of Saxony. The three Polish groups consisted of representatives from the city of Zgorzelec (group 3), Bogatynia (group 4), and a NGO from Bogatynia (group 5). Audio files exist of all group discussions. Group 3 and 4 were made up of one interpreter and two TACTIC members. Group 5 was a Polish group with one TACTIC member responsible for the documentation of the self-assessment process. Group 5 tested the general public's self-assessment (GPSA), while groups 1 to 4 tested the organisational self-assessment (OSA).

In order to collect structured feedback we elaborated an evaluation sheet to be used in this exercise. It comprised the following aspects:

I) Expectations:
- What do you expect from the tool?
- Do you have any experiences with similar tools?
- How important is receiving feedback on your risk communication/ suggestions how you can improve your risk communication for you?

II) Using the self-assessment:

During the test:
- Is the *question* understandable, reasonable, and/or relevant?
- Are the *answers/respond categories* understandable, reasonable, and/or relevant?
- Is something missing?

After a topic/a thematic block of the self-assessment:
- Does the thematic block include all relevant issues?
- Is the structure comprehensible?
- Which questions are the most relevant for you?
- Which questions are less important?

III) Overall impression:

Please evaluate the:
- Comprehensibleness
- Applicability
- Expenditure of time
- Design
- Functionality
- Suggestions for reflection
- Importance of single topics/themes
- Rigour
- Suggestion for improvement

3.3 Summary of the group work results from the morning session

The Czech group (group 1)

Before the Czech group tested the OSA, they were asked about their expectations of the TOSAP. The participants expected a tool that involves members of the general public and uses the potential of the general public's feedback on their organisation's risk communication. The participants had experience of similar online tools, but not in regards to risk communication. One participant said that they would only use the TOSAP if it offered something more than the emergency manual that they already used for communication. However, as the discussion progressed, it was agreed that in comparison to existing tools (e.g. emergency communication manual) participants saw the added benefit of the TOSAP being that it encourages the general public to take responsibility and explains what they can do to prepare themselves against flooding.

The group consisted of three participants who represent very different positions and working environment. Therefore, they did not test the TOSAP to assess their own risk communication but to focus on the comprehensiveness and applicability of the tool in general. Thus, the Czech group spent a lot of time discussing the clarity and the sense of different questions of the self-assessment. As the TOSAP was not available in Czech at the time of the workshop, the group worked with the German version. An interpreter translated the self-assessment question after question. In doing so it became clear, that some questions, response categories and wordings do not translate well into Czech. Concrete suggestions for improvements were made by the interpreter as well as the participants.

Generally the group suggested that to improve the self-assessment it is important to simplify the language, shorten the length of the questions and avoid English terminology.

The participants focused on the communication aim "solving conflicts". They suggested that questions related to ethics particularly in regards to how information is communicated and working with the media should be added.

The Czech group work showed the importance of an adequate introduction of the self-assessment for the user. The Czech participants were somewhat confused by the difference of the terms "communication during a crisis" and "risk communication" and were at times confused about who they should be communicating to as some questions are related to cross-border communication with other organisations and some questions are related to communication with the general public but it is not always clear which audience the questions are referring to and the list of intended audience members is a mixture of both organisations and members of the general public. An introduction to the self-assessment should raise the awareness for the terminology as well as for the aims and outputs to be expected from the self-assessment.

Benefits of using this tool also have to be well communicated. These benefits should not only be found in the introduction to the self-assessment but also in the feedback the users receive for their answers. The group also discussed expectations in regards to the feedback reports and the presentation of the good practices. One participant cautioned us against providing information that is too scientific. Another one said that he expected to learn about whether his communication has been successful and receive tips on how it could be improved. One person stated that he liked the idea of the feedback and the potential it offered in terms of education.

The **general feedback to the OSA** was positive and overall the TOSAP was very well received by the Czech group. Furthermore, the group assessed that the TOSAP has potential to be conduct by different stakeholders within an organisation and that the results could be discussed between organisations.

The German group (group 2)

Before the participants started to test the self-assessment, they were asked about their **initial expectations** before having seen the online platform. The participants were mainly interested in receiving feedback on whether they actually reach the population with the methods they are using considering the heterogeneous communication needs of the general public. They were also interested in learning about how they best deal with the language in cross-border cooperation (e.g. are the methods they are using the best choice? Is choosing one language better than speaking in different languages with interpreters?). Other questions of interest were how the population actually receives the information and recommendations for hazard preparedness provided by the organisation (e.g. does the general public understand what is being communicated? Does it motivate them to take action? What additional information do they need? etc.).

After these first expectations were collected and noted, the participants were asked to think of themselves as members of one organisation or at least different organisations of one community. The answers provided in the self-assessments were thus not realistic (as they are from different regions of Saxony). Thus, the main focus in this group was on evaluating the comprehensibility and usefulness of

the questions and the associated answer options, as well as the feedback report and the presentation of good practices.

The general feedback to the OSA in this group was that it is very useful for organisations as it fulfils many of the expectations. However, the assessment process possibly takes too long for some organisations and – related to this –the target user group (the types of organisations that the TOSAP is targeting including their different levels of previous risk-related experience) is too large. Some people or organisations already have a lot of experience in dealing with flood risks or other emergency situations but are not personally affected by hazard-related damages. For them it is more useful to have a checklist of what they can do as result (short list, maximum one page, only focus on methods and things that need to be done in the case of an emergency, others do not have that much experience and are possibly more interested in obtaining more background information). Other organisations or members of organisations might not have disaster risk experience (e.g. recently elected mayors). For them, a longer assessment and feedback report would be valuable.

Specific feedback was given to some of the questions regarding the terminology used or the provided answer options. It was also mentioned that using an uneven scaling (1 to 5) is tempting to not decide for one direction. Users might tend to use 3 (i.e. the middle) as an answer frequently or as soon as they do not immediately understand the question.

The general feedback to the general public's self-assessment, including the feedback report, was even more positive than for the products developed for the organisations. Participants mentioned that especially questions about concrete measures that people can take before and after flood events and things they are asked to do during the flood are always relevant and frequently asked by members of the general public in their community. Having answers to these questions is not only seen as useful for the general public but also for the organisations as it supports their work.

Questions asked in regards to the terms of the general public's self-assessment were if a login/registration with the email address is really mandatory. Workshop participants of this group were concerned that this would very likely decrease the general public's motivation to conduct the self-assessment. Misuse of this tool is not really expected because it's quite time-consuming and comparing "costs and benefits" (i.e. higher number of users with valuable feedback vs. small number of users that probably give wrong answers), members of the general public would clearly vote for a version without login.

At the end, the German participants were very interested in testing the self-assessment for the general public in their communities because they think a) their feedback is a very valuable source of information for them and b) because it provides answers to the questions that the general public asks, (e.g. links to where to find information about certain measures). However, for them it would only be useful if they receive feedback from their community (e.g. through ZIP codes) or at least on a district (Landkreis) level and not for the entire State of Saxony. They also suggested simplifying the access to the GPSA using e.g. QR codes for publications in official gazettes.

The general feedback on categorisation was that the presentation of the practices in terms of layout and content is very appealing and really useful because it is short, yet contains all sufficient information, it is illustrated with an image and it has a good and consistent structure. The use of different background colours adds structure and eases readability.

The Polish group – Zgorzelec (group 3)

Before testing the self-assessment there was a short discussion on the general necessity and expectations of the self-assessment. One participant raised the question of why he or the organisation he works for should use this tool since there are already so many other different media channels to exchange information (e.g. SMS, phone, internet, fax, warning systems, local crisis management systems, etc.). Obviously, the benefits of the TOSAP were not that clear in the beginning.

The participants of the Polish group from Zgorzelec expected that the TOSAP should be able to rate users present risk communication and provide suggestions for how it can be improved, especially communication between municipality and public but also financial aspects of risk communication. They were also interested in receiving examples of measures and methods that are useful to enhance risk communication.

After the severe flood event in 2010, the responsible organisations in charge of risk management have not received systematic and structured feedback in regards to the quality of their crisis management and measures that had been taken since 2010. Therefore, the TOSAP, particularly for the self-assessment for the general public, represents a chance for persons and organisations responsible for flood risk management to receive structured and detailed feedback from the general public. A general discussion about the nature and relevance of risk communication evolved. The participants underlined the importance of risk communication since the organisations are often rather distant from hazard locations and the affected public. They stated that many (technical and non-technical) measures of flood risk reduction have been implemented in the past based on the results of risk communication. Additionally, a well-functioning and approved risk communication can decrease costs of local and regional flood risk and disaster management. Finally, the participants disclosed their uncertainty on the understanding if the intended audience understood the message that has been communicated.

After this first exchange about expectations and general perspectives on risk communication, the group started to test the self-assessment for organisations. Since the group, compared to other groups, was more or less homogenous (at least in terms of locality and experiences), they tried to instinctively respond as a real-life organisation and to find consensus in answering each question. It turned out that the tool itself is very useful for initiating debates and discussions among the participating persons. At least in this group, the process of collectively discussing and answering the questions worked very well.

General feedback on the OSA according to the evaluation questions (see 3.2) there was general agreement that the thematic blocks are comprehensive as well as very detailed. None of the participants had recommendations for additional or missing questions. However, one participant stated the OSA would be too long and take too much time and pleaded for a shorter, more compact version. Most of the questions were clear and understandable to the group but it was also obvious that the Polish and German version of the OSA contained quite a few differences that in the end led to misunderstandings and misinterpretations of questions. It was commonly advised to emphasise the synchronisation of all language versions. This highlights the importance of using professional translators to translate the final versions of the TOSAP into the case study languages. Specific feedback was given to some of the questions regarding the terminology used or the provided answer options which has been documented on a printed version of the OSA.

After completing the OSA, the participants were asked to pause for a moment to think about their **expectations to the outcomes of the OSA.** One participant asked for a rating or score. The majority expected a summary of their answers, which at the same time reveal the potentials of the organisation or municipality and receive clear examples of what can be changed and improved. Then, the each person received a printed version of a sample feedback report. In general, the report answers the abovementioned questions about what can be done. Additionally, **an example of good practices** was given to the group. They positively received it as the exchange of experiences on the practical level is very crucial. Since many measures and practices are unknown, they emphasised the importance to learn from others even if good practices come from other regions and contexts.

Polish group – Bogatynia (group 4)

It was hard for the group to express their expectations. Participants expressed that that they already have a warning system for citizens that is based on email, SMS and Radio. Additionally, they have five units of fire brigade as well as oral warning to the local population. Technically, some cameras survey critical places along the river. When asked whether they collect systematically feedback, respondents said "no". Participants provided a detailed feedback on single questions, further substantiated by the interpreter who pointed to diverging interpretation of certain questions/answers in the German and Polish version of the self-assessment and asked to further specify e.g. whether question 3 relates to the entire administration of a unit/department with an administrative body; to further specify whether question 4 relates to large scale flood disaster or to more frequent smaller flood events; question 17 and 18 appeared a bit repetitive; in question 63 it became not apparent that the questions relate above all to the aim of "warning" and not to other aims. Additionally, it became clear that the final version of the self-assessment should be translated by a professional interpreter.

The general feedback was rather ambivalent: on the one hand participants had the impression that questions were too general and not helpful in their context; they expected a decision-support-tool that would help them to communicate better in a case of emergency (e.g. when a flash flood is occurring), on the other hand they underlined that it might be helpful for a community that is less experienced and less advanced with regard to risk communication than Bogatynia.

Polish group – NGOs (group 5)

The group included three representatives of NGO's: two representatives from the "Enthusiasts of Bogatynia Region" and the head of "Strong Women of Bogatynia". Thus, they tested the GPSA. In general, the proposed self-assessment was perceived with great interest. During the discussion it turned out that the memory of the recent flood of 2010 is still relevant. Participants did not directly suffer damage but remember the losses that occurred among close friends. During the testing phase of the tool a growing interest in the questionnaire was noticeable.

Generally, the tool is regarded important, but usage restrictions arise because it is designed as an online tool that requires Internet access and computer skills (especially an issue for the elderly and lonely, that have no technical family support close by). The participants underlined that it is important to have one person with computer skills in the household. The testers did not have previous experience with similar tools. It was proposed that such a tool could be used during a lesson at school.

They are expecting to get practical advices and to receive personalised feedback. The proposed tool can be very valuable for them.

All topics and themes that are included in the GPSA were rated as important. The thematic blocks include all relevant issues. Not all questions are relevant for all members of the group, but this the result of the individual location of household (e.g. location at a hill slope) or its type (owner vs. renter).

The overall impression of the group is that the tool is functional and allows reflection on individual flood risk preparedness. They regretted that they did not have access to such a tool before the flood in 2010. However, it was mentioned again that the applicability is limited to persons with computer skills. In terms of user friendliness it was mentioned that the design of the dialogue window should be more intuitive. Sometimes it would be important to define the terms used in questions below the questions. It would be interesting for them to go through the self-assessment again after having worked through the feedback report and after having received the link to the best practices (to test the added value and learning factor). It was considered important to promote this tool on a wider scale.

3.4 Afternoon session group work

The afternoon session was dedicated to the two topics cross-border cooperation and cascading effects. We intended to discuss: a) existing routines and practices of cross-border cooperation used by the workshop participants, b) limits of these methods and routines, and c) scenarios of cascading and/or unforeseen effects of the flood hazard, that show the limits of the existing routines. The aim of this session was also to allow for a stronger exchange of ideas among the international participants, as this was desired by the participants of the first workshop. The discussion was meant to be an open discussion. We thus used the large room to form a circle of chairs to provide a setting that allows for interactive exchange.

The topic of cascading effects was introduced using a very prominent example: the Fukushima disaster starting with an earthquake on March 11, 2011, triggering first a tsunami, then a nuclear accident/radioactive cloud, and finally the establishment of a restriction zone. The participants were then asked to think of possible cascading effects of floods in their area and how they prepare for them. The moderator of this session was Christian Kuhlicke (UFZ). He asked the participants about their experiences with cross-border communication and therewith built the bridge to the introduction round in the morning.

Additionally, information about funding opportunities for job shadowing and other types of cross-border cooperation was presented by TACTIC member Christina Mante of the Saxon Flood Forecasting Centre to provide the participants with some more specific information on how they can receive funding for new forms of cross-border exchange and cooperation.

3.5 Results from the afternoon session group work

Cascading effects

Crime, power outages, disruption of various types infrastructure were named as possible cascading effects of floods in a rather reluctant group discussion. Other cascading effects such as landslides were

not regarded to be relevant in the case study area. It has to be kept in mind that a dam break that happened in the case study area in 2010 resulting from a flood is an event is still very politically charged. This topic was therefore not mentioned in this large round.

The Czech group suffered from a chemical pollution of potable water after a flood which, however, did not result in a major disaster. German participants mentioned that cascading effects are not separately dealt with in the scope of disaster preparedness. Organisations prepare for specific single events and in addition to this they also have a very well-functioning basic disaster response capacity that is generally prepared for different types of disasters. Cascading effects are also not considered that relevant in the case study area because the area is widely rural and large power outages as one example would not have such a severe impact that would make it relevant to especially prepare for them. Overall the discussion on cascading effects was rather restrained and showed that this topic is currently not explicit on the daily agenda of the PCPSs. This means that because risk by definition is uncertain and because it is impossible to plan for all potential scenarios, organisations do not. Instead they have a general plan of how to deal with general emergency situations (e.g. who to communicate with and what needs to be communicated in general) and everything else is dealt with based on the situation that occurs. When we consider Christian Kuhlicke's work on ignorance[1], this is perhaps not a bad way to deal with the problem particularly because sticking to strict plans may lead to inflexibility during an emergency event which could lead to amplification of the disastrous results. This highlights the need to include some feedback related to general hazard preparedness in the feedback reports for both organisations and also the general public. Instead of having a separate self-assessment targeting preparedness for multi-hazards the feedback report will highlight aspects of general hazard preparedness in addition to the specific flood-related preparedness where appropriate in the existing feedback reports.

Cross-border communication

Concerning the topic of cross-border cooperation it was mentioned that too little is known about specific working procedures on the other side of the border. The following questions were raised: What do the colleagues really need at what time to improve their flood management? What can they deliver? How exactly do they work (in terms of routines)?

Participants explained that contact in case of emergency is usually established via telephone, e.g. in the case of rising water levels of the Neisse. People mostly know their counterparts in the other countries. Some of the German colleagues understand Polish, Polish people understand Czech and vice versa. In addition to that, interpreters associated with the organisations are always available to support the communication during telephone calls and during visits in the case of an emergency. Emails can also be translated using google translator.

Another method that was mentioned by a participant; that is the usage of bi-lingual fax sheets (German-Polish) with predefined sentences that are exchanged in case of unexpected disasters (such as flash floods). Regular flood events can usually be forecasted several hours ahead so that all decision

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[1] Kuhlicke, C., (2015), Vulnerability, ignorance and the experience of radical surprises In: Groß, M., McGoey, L., (eds.) Routledge international handbook of ignorance studies, Routledge International Handbooks, Routledge, Abingdon, p. 239 - 246

makers have sufficient time to inform their partner institutions and to collect and share all information they need.

Cross-border communication, however, does not only focus on exchange of information during an emergency. In addition to that, workshops are organised to generally exchange on topics such as flood risks and regional development between representative of Poland, Germany, and the Czech Republic. Specific simulation exercises were organised to test the collaboration of the different actors in the case of a disaster. During these simulations of unexpected events (e.g. severe traffic accident), gestures were used in addition to (simple) spoken language by the multi-national disaster-relief team.

Overall, methods applied in cross-border cooperation and communication seemed to be sufficient - in the sense that they have functioned until now - especially on the local level. However, the workshop participants all highlighted that there is certainly room for improvement and that this topic is and will remain relevant in future.

4 Feedback from participants/Workshop evaluation

An evaluation form for the entire workshop was given to all participants. The following feedback was obtained:

Amount of information*: 1, 2, 2, 2, 1, 3, 2, 1, 2, 1 = **average of 1.7**

Quality of the presentations: 2, 2, 2, 2, 1, 2, 1, 2, 1, 2 = **average of 1.7**

Time for discussion: 2, 2, 2, 1, 3, 1, 1, 1, 1, 1 = **average of 1.5**

The workshop venue: 1, 2, 2, 1, 1, 1, 1, 1, 1, 2 = **average of 1.3**

The organisation of the workshop: 1, 2, 2, 2, 2, 1, 1, 2, 1, 1 = **average of 1.5**

* 1= very good, 5 = very unsatisfying

What did you find most interesting about the workshop?
-   Group work
-   Evaluation tool with final suggestions to improve preparedness
-   Presentation of online self-assessment + discussion
-   Discussion in the afternoon (afternoon group work)
-   Willingness for cooperation (twice)
-   Quality of presentation and participation in self-assessment test (questions in questionnaire)
-   Sharing experience and opinions

What did you not like?
-   Time of the meeting (I prefer afternoon time)

What would you like to have learned more about?
-   Experiences of cross-border cooperation
-   Connection between 4 parts of the project
-   Cascading effects

- First aid (twice)
- First aid in different hazards undertaken by older persons
- Will such contacts will be continued and on which level

Do you think that the workshop has encouraged you to develop/improve a/your risk communication strategy?
- Yes (5)
- Yes, I like the educational potential of the project
- Meeting encouraged me to develop one

Are you interested in evaluating the final version of the TACTIC Online Platform at a later date?
- Yes (8)

Would you be interested in taking part in the final Project Conference in March 2016 (all costs will be covered by the project)?
- Yes (8)
- No (1)

Would you be available for any further questions related to our and your projects in the future?
- Yes (4)
- No (1)

Note: Ten questionnaires were returned to us. Not all participants answered all questions of the evaluation form.

5 TOSAP feedback: implications for the project

5.1 Evaluation of the workshop

Overall, we are satisfied with the workshop. It was very good to see, that a large number of the participants from the last workshop participated again (except of German participants, see comment in Section 2.5). As the workshop took place in Poland, we could attract more local Polish participants than last time. In addition to that, we had two new external that were informed about the workshop through our TACTIC Newsletter. Additionally, there were also participants from the civil society.

In terms of feedback, we have obtained very valuable and largely positive feedback for our TOSAP that we can now use to further improve our tool and to make it as useful and helpful as possible for our PCSPs. The feedback varied among the partners and countries so that we now need to find a common baseline to satisfy all requests and remarks as good as possible.

Looking at the evaluation sheets shows that also the workshop participants were generally very satisfied with the workshop (see Section 4) , but also with the results we presented so far.

5.2 Summary of feedback on the TOSAP and potential ways forward

The overall feedback to the products we presented was good, which means that no significant changes are required in WP2, 3, 8, and 9.

We received some very specific feedback related to single questions of the TOSAP (WP2). A table pointing out detailed feedback to specific questions and how we are going to deal with this is presented below (Table 1). This section will now address the main points of the more general feedback for TOSAP that results from the workshop and first suggestions of how to deal with this feedback. The Appendix also contains a table with the question-specific feedback that we received and how we intend to deal with this (Table 2).

Table 1: General feedback to the platform

Issue	Proposal for its solution

Organisational self-assessment

Issue	Proposal for its solution
UFZ_AM: the assessment process possibly takes **too long** for some organisations, especially the ones that already have a communication strategy and risk communication experience	One proposal could be to have a filter question at the beginning, e.g.: "Do you just want a quick check of your methods and aims or are you more interested in a longer assessment that takes about an hour but also provides more explanation and in-depth feedback?" Technically, that would mean that we would have to develop a short and a long version of the feedback report. Because users only obtain feedback to the questions they answer: If they decide for the quick version they might be asked the same questions as in the long version but we could duplicate them and label them 2a (quick assessment) and 2b (long assessment). If they are directed to 2a and answer this question of the short version of the self-assessment they only obtain a very brief feedback. If they are directed to 2b they will consequently obtain a longer feedback with more background information. We would then have "two" self-assessments (i.e. and a-version and a b-version with duplicated questions and respective short or long versions of the feedback). The only disadvantage is that the user would have to decide right from the beginning what he wants and that he needs to answer the questions twice if he decides to go for the long feedback after having conducted the short version of the self-assessment. **Alternatives/additions**: provide a checklist/ positive feedback that they can present to their supervisors (e.g. congratulations, your methods are suitable for you aims; you use simple graphics and avoid technical language – this is important because…; you actively involve the general public – this is important because…). We could communicate reasons why we think that it is important to evaluate risk communication regularly and that there is always room for improvement as well as gaining inspiration from existing risk communication practices (e.g. good practice library). We could also think about asking organisations which have extensive experience with risk communication to add their practices to the good practice library so that other organisations might be able to learn from their experience.
UFZ_AM: the **target user group of TOSAP is too large** (relates to length of self-assessment): organisations with a communications strategy in place and practical risk experience are not interested in answering all these questions	Offer two versions of the self-assessment (long and short version, see above) and clearly explain who the target user group is (to be added in to the new introduction session)
UFZ_AM: an **uneven scaling** (1 to 5) is tempting to not decide for one direction. Users might tend to use 3 (i.e. the middle) as a general	Use an even scaling (1-6)

answer or if they do not immediately understand the question.

UFZ_AK,CK: emphasise the **synchronisation of all language versions**	Use professional translators to translate the final versions of the TOSAP into the case study languages
UFZ_IC, CB: **it was unclear what the difference between "risk communication" and "crisis communication" was.**	Therefore, it is important to make sure that we introduce and provide explanations for any of the terms that we use in the SAs. This could be achieved by providing a clear overview of the aims of the SAs and FBRs at the beginning of each.
UFZ_IC,CB: to improve the self-assessment it is important to **simplify the language**, shorten the length of the questions and avoid English terminology	Simplify the language, shorten the length of the questions and avoid English terminology
UFZ_IC,CB: **questions related to ethics** particularly in regards to how information is communicated and working with the media should be added.	Chloe will do some more reading on issues to do with communication and ethics and then we can decide if it makes sense to add questions related to ethics to the OSA.
UFZ_IC,CB: Participants were at times confused about who they should be communicating to as some questions are related to cross-border communication with other organisations and some questions are related to communication with the general public but it is not always clear which audience the questions are referring to and the list of intended audience members is a mixture of both organisations and members of the general public). An introduction to the self-assessment should raise the awareness for the **terminology as well as for the aims and outputs to be expected from the self-assessment**.	Clarify different types of intended audiences in different parts of the risk management cycle. Maybe add a **graphic** here?
IMGW-PIB: The benefits of the TOSAP were not that clear in the beginning.	See if we can improve justification for the development of platform (add information to introduction section).
IMGW-PIB: TOSAP should be able to rate users present risk communication	We will communicate the benefit of using this tool for such organisations (e.g. by providing a checklist/ positive feedback that they can present to their supervisors (e.g. congratulations, your methods are suitable for you aims; you use simple graphics and avoid technical language – this is important because…; you actively involve the general public – this is important because…). We will also highlight that it is important to evaluate risk communication regularly and that there is always room for improvement. Particularly the links to the library of good practices will be relevant for high performing

	organisations as they will gain inspiration from risk communication practices from other contexts.
Overall, methods applied in **cross-border cooperation** and communication seemed to be sufficient	We should collect these examples and add them to the library of good practices so that they might be able to help other organisations interested in improving their cross border communication.
In regards to **cascading effects**, participants do not prepare for such hazards. Instead, they have a general plan of how to deal with general emergency situations (e.g. who to communicate with and what needs to be communicated in general) and everything else is dealt with based on the situation that occurs.	This highlights the need to deal with all-hazards approaches. This could be covered by providing literature and examples of all-hazards/multi-hazards approaches. We could also highlight the hazard-independent advices in our feedback report and mention regularly that hazard-specific preparedness is something like an add-on to general risk preparedness (or vice versa)
Concerning the topic of cross-border cooperation it was mentioned that **too little is known about specific working procedures on the other side of the border.**	Does this mean that we should include such questions and allow organisations to access the results of other organisations in their area? I am not sure how we should otherwise deal with this issue in the TOSAP. We could also add a question asking how much they know about working procedures in their partner institutions in the other country. This could then be connected to providing information about programs that support /encourage this type of exchange (see list of Christina presented during workshop).
Including a multi-hazard approach and **cascading effects**	We will not be able to develop a fifth self-assessment for organisations and the general public. However, we still need to include the topic of multi-hazards into the TOSAP. This will depend on how we define multi-hazard. A cascading effect, for example, could be seen as a type of multi-hazard. A multi-hazard approach could also be seen as an approach to preparedness which is applicable for a range of hazard (e.g. all-hazards approach). We could also provide information and examples of all-hazards approaches in the feedback reports.
Think about creating a new aim for cross-border hazards. The addition of the cross-border questions in the context section of the OSA confused the participants as they were not sure who the intended audience of their risk communication was supposed to be. Most of the time we are referring to the general public but here we are referring to other organisations. We need to be clear about how questions related to cross-border communication effect the aims of communication. If they don't perhaps we should think about creating a new aim for organisations that are interested specifically in improving their cross-border communication because, for some organisations, such communication may not be relevant at all.	By making it an aim, we might also be able to sort out or problem in regards to the list of intended audiences. If cross-border communication is an aim, it might also make more sense as to why the intended audience also includes organisations and not just members of the general public. Another option would be to create a filter for question 20 (Is your organisation in contact with organisations from neighbouring countries?). When the answer is "yes" they will receive questions 21-23. If they answer "no" they will continue with question 24. We could provide information in the feedback report in regards to the importance of both inter-organisational communication as well as cross-border communication based on this answer. We could also add a filter to the categorisation of "good" practices for inter-organisational communication.

General public's self-assessment

UFZ_AM: **anonymous login**/registration without email address was desired for the general public. Workshop participants were concerned that a formal login would very likely decrease the general public's motivation to conduct the self-assessment.	Allow an anonymous login for the GPSA
UFZ_AM: GPSA is only useful if organisations receive **feedback** from their community (e.g**. through ZIP codes**) or at least on a district (Landkreis) level and not for the entire State of Saxony. The PCPSs are really interested in learning how useful their communication strategy for their community is. For this reason, they need feedback from their intended audience (i.e. the people living in their community) and nothing that is averaged out or falsified by members of other communities.	Create such accounts at least for our PCSPs to test the tool This needs to be discussed with European Dynamics. However, we need to keep in mind that within TACTIC we develop a proto-type; only in the post-TACTIC period a highly user-friendly and demand-based version can be developed; a step not yet backed-up with resources (neither financial nor personal resources).
UFZ_AM: simplifying the **access** to the general public self-assessment using e.g. **QR codes** for publications in official gazettes was desired	Provide QR codes to access to the GPSA
IMGW-PIB: Restrictions on use arising from access to the Internet and computer skills (especially for the elderly). Participants underlined that it is important to have one person in the household with computer skills. The participants have no experiences with similar tools.	A pdf/printable version of this tool will be made available on our webpage.

Organisational feedback report

UFZ_AM: For organisations with risk experience and a communications strategy in place it is more useful to have a **checklist** of what they can do as result (short list, maximum one page, only focus on methods and things that need to be done in the case of an emergency, others do not have that much experience and are possibly more interested in	Provide two types of feedback reports: long and short version (compare very first point in the table)

obtaining more background information). Other organisations or members of organisations might not have disaster risk experience (e.g. recently elected mayors). For them, a longer assessment and feedback report would be valuable.	
UFZ_AK: One participant asked for a **rating or score**	We could think about creating a short check-list (described above) which allows the users to receive a short overview of the quality of their risk communication along the lines of whether their methods are most appropriate to meet their aims and whether they have achieved the "good" aspects of communication, etc.
UFZ_IC,CB: **benefits of conducting the self-assessment** should not only be found in the introduction to the self-assessment but **also in the feedback the users receive for their answers**	The platform needs an introduction that clearly outlines the - Purpose - Target user groups - Expected outcome We could try to include information on why our recommended actions are beneficial. I think we have already done this in some parts, but we could make sure that this is done more systematically.
UFZ_IC,CB: avoid providing information that is **too scientific**	Simplify the language, shorten the length of the questions and avoid English terminology. Use simple graphics and avoiding technical language!

General public's feedback report

Encouraging potential users of the GPSA: While the Czech participants strongly support the idea of a personalised questionnaire for each user, the German group argues that a sign-up process including the provision of the email address will most likely discourage interested members of the general public to conduct the self-assessment.	Adding a QR code for the quick and direct access to TOSAP would probably encourage members of the general public to conduct the self-assessment.

Categorisation

Feedback for the categorisation was positive. Participants liked the length and the presentation of the practice descriptions	

6. Next steps

The next steps will be to focus on the refinement and improvement of TOSAP as central output of our project. This will be systematically achieved through summarising all of the results from each of the case study workshops in D11.8. D11.8 will provide TACTIC will a roadmap for the final changes that need to be made to the TOSAP.

We have already shared our self-assessments with our PCSPs for internal usage. We will also contact all participants from the first workshop that were unable to attend the second workshop to ask them to test the platform online and to send feedback. Furthermore, we will contact the PCSPs to collect practices for cross-border communication that have already been tested and applied in practice.

Appendix (Draft – insert it again after it has been completed)

Table 1: Detailed feedback to specific questions.

Number of question	Original question	Problem description	New formulation of questions or answers
Organisational self-assessment			
F2	What type of organisation are you working for?	**UFZ**: NGO is not a commonly known abbreviation in Germany	Spell out NGO and use German term Gemeinnützige Organisationen, possibly specify this further Add: a) Notdienste, Rettungsdienste, Kat-Schutz b) Feuerwehr, Polizei c) Grenzschutz d) Bauaufsicht e) Inspektionen (z.B. Tierinspektion) f) Internationale Organisationen g) Kirchliche Einrichtungen h) Bürgerinitiativen It was also mentioned that there are too many answer options and that the answers not match the governance system, e.g. in the Czech Republic
F3	How many people are working in your organisation?	**UFZ**: Does the question relate to the entire organisation or just a unit or department?	Categories 1-500, 501-1000, 1001-1500 and >1501 were recommended
F4	Has your community/city/region ever experienced a flood event?	**UFZ**: Does this question relate to large scale floods or does it also cover smaller flood events? What does "experienced" mean? Needs to be specified	We should acknowledge that there are different types and intensities of floods in an introductory sentence to this question.

F5	If you answered yes to Question 4, when did a flood event last occur in your community?	UFZ: Teilnehmer haben jährlich mit Überschwemmungen zu tun Time span 1-7 years is too long, people think it only takes 2 years to forget Czech group recommended 5 years, matching the election periods	One way of dealing with this could be to add information about the importance of the question to an introduction to the question. This would mean that we add the feedback directly to the OSA. This would help to reinforce the focus of the OSA as well as make the question clearer. We could also think about providing a link directly to the study/ies that claim that seven is the magic number.
F6	If you answered yes to Question 4, have you or your organisation drawn out lessons from the most recent flood event?	UFZ: This is too unspecific. People didn't know what kind of lessons we referred to	Rewrite question: If you answered yes to Question 4, have you or your organisation developed measures or strategies after the most recent flood event in order to be better prepared?
F7	What lessons have you drawn?		Add that measures have already been implemented as an answer option (e.g. formal documentation of the event and recommendations for future management/risk communication; concrete improvements to management/ risk communication) Answer 3: Specify what it means that the organisation has discussed the lessons learnt from the flood and formally documented them: My organisation has discussed the lessons learnt from the flood and formally documented them (e.g. put them on official agendas)
F9	With whom your organisation shared your lessons?		Add "We have shared our experiences with other communities" as an answer option
F9/10	Now we have a set of questions about the first associations that come to your mind with regard to flood risk…	UFZ: Association is a partially unknown term for our PCSPs, The difference between risk and hazard needs to be explained, too	"first thoughts"; "erste Gedanken"
F16	Knowledge about the community's risk of flooding is certain or uncertain	UFZ: Certain/uncertain doesn't work for Polish, needs other translation, is also not clear in German	Knowledge about the community's risk of flooding is certain or uncertain in the sense of known/not known in science and/or practice

F17/18	17. Which organisations do you collaborate within your day-to-day business and how often? 18. In case of an emergency, which organisations do you collaborate with?	**UFZ**: Questions seem to be repetitive, answer options are not clear/stringent, e.g. why do we list spatial planning separately and not water or disaster managers?	Plus: - spell out NGO (maybe substitute with Gemeinnützige Organisationen), - name example for governmental organisations, - spatial planning institutions are administrative organisations Add to both: a) Notdienste, Rettungsdienste, Kat-Schutz b) Feuerwehr, Polizei c) Grenzschutz d) Bauaufsicht e) Inspektionen (z.B. Tierinspektion) f) Internationale Organisationen g) NGO h) Städtische Einrichtungen i) Kirchliche Einrichtungen j) Integriertes Rettungssystem IZS (Feuerwehr, Polizei, Medizin)
F19	Some hazards require that outside support must be brought in to support the local or regional disaster response. Does your organisation have plans in place to coordinate with these groups?		Add answer: "Yes, it's work in progress"
F23	If you face language barriers in communicating with your neighbouring countries, have you done anything to minimize them?	**UFZ**: Redundant with answer b) in Q22	Delete answer option d (No, and I would like to learn more about cross-border risk communication)
---		**UFZ**: Private contacts are important in this context, but there is no question that relates to this yet	Add question about private contacts to support cross-border risk communication Add question about intercultural barriers

F24	In your opinion, how well are you and your organisation equipped with resources to prepare for flood risk in your community/city/region?	UFZ: "Weder noch" doesn't work for the German translation	Substitute: "neither nor" by "satisfying" And "weder noch" by "mittel" Add answer: technical equipment, machines, tools, etc.
F24/25	Now we are proceeding with asking more specific questions about your risk communication activities…	UFZ: It was not clear if it refers to general risk communication or specific flood risk communication	Now we are proceeding with asking more specific questions about your flood risk communication activities…
F27	Does your organisation have a risk communication strategy	UFZ: The German term "Risikokommunikationsstrategie" is too long Attention: Strategy can also just be something you have in mind, plan would be a better term	German: Hat Ihre Organisation eine festgelegte Strategie im Bereich Risikokommunikation?
F28	How good and trustful is your organisation's relationship with the general public? Please rate on a scale from 1-5	UFZ: This question is too general. People suggested to focus on specific areas/functions/departments here	Perhaps make the focus clearly on risk communication (e.g. "do you believe that the general public trusts the information that your organisation is communicating?)
F32	Joint problem solving and conflict resolution (e.g. disputes about appropriate measures etc.)	UFZ: German translation was not very clear (Gemeinsame Konflikt- und Problemlösung ist nicht leicht verständlich)	German: „Konflikte und Probleme im Zusammenhang mit Hochwasser gemeinsam lösen"
F37	Wie häufig nutzen Sie einfache, graphische und faktenvermittelnde Materialien zur Risikokommunikation mit den Bürgern, mit denen eine technische oder spezifische Sprache vermieden werden kann?	UFZ: Question is too complex.	German: Einfache, graphische und faktenvermittelnde Materialien die eine technische oder spezifische Sprache vermeiden werden häufig von Bürgern besser verstanden. Wie häufig nutzen Sie solche Materialien?

F39	Which methods do you use for raising awareness of flood risk in general, for informing the general public about flood hazards and potential consequences and/or for informing the general public about previous flood events?	UFZ: Answers should better match the aim (too many options, some of them are too obviously irrelevant) Plus: Replace Stakeholder in the German assessment by another term	It would be good to know which methods are seen as being too obvious. The purpose of these examples to to make the method categories understandable. Therefore, it is not a problem to delete them. They do not affect the feedback or the categorization of "good" practices.
F51	Do you think that the information you share is well understood by your intended audience?	UFZ: People argue that they think about what they communicate and that they wouldn't say something if they think that people don't understand it…	Perhaps it is helpful to explain the purpose of this question. There is a similar question in the GPSA which aims to check if current risk communications are understood. Therefore, it doesn't matter what they answer because the point is to check if it is in fact the case that the general public understands the information that is communication.
F55	In your opinion, on a scale from 1 to 5, how successful were you in warning people (e.g. indicated by the percentage of people you reached, by the actions that the people have taken, etc.)?	UFZ: What does it mean, successful warning?	We could delete this question and reformulate the text below:
F55/56	In your opinion, what were the reasons that your warning was successful or unsuccessful? Was waren Ihrer Meinung nach die Gründe, weshalb die Warnungen erfolgreich oder nicht erfolgreich waren?	UFZ: The German version of this question is not precise enough	Issuing a warning message should follow certain standards in order to make it successful. How would you evaluate your last issued warning message? (or something like that)
F59	People have received a false warning in the past and therefore did not trust our last warning	UFZ: False warnings are not the problem but de-sensitising through too much warning, was also considered difficult in other group	We could delete this question and mention the issues we encounter in the feedback report.

F60	We are continuously informing the public	UFZ: This is rather a yes/no question	Change answer options to yes/no
F61	We have used multiple channels to reach out	UFZ: This is rather a yes/no question	Change answer options to yes/no
F62	We did not reach our audience since our communication channel were insufficient	UFZ: What does it mean? If the cell phone is turned off, the user will not be reached.	Change to "we did not reach our intended audience"
F63	Which methods do you use for warning the population?	UFZ: It did not become clear that the questions before that refer to warning.	We could make use of the sub headings function here to clearly mark in which block the user currently is Siren is missing in the Polish version
F64	Do you think that the information you share is well understood by your intended audience?	UFZ: People would have liked to answer that they don't know	Add "I don't know" as an option also in the German version
F65	Are you actively collecting feedback on your communication practices related to this aim?	UFZ: Feedback is an English term that should be substituted by "Rückmeldung"	
F71	In order to solve the conflict, did you actively involve members of the general public from the beginning of the decision-making process?	UFZ: What does "actively" mean here?	"by speaking with people face-to-face"
F74	Agreement on specific actions is essential for the sustainability of the conflict-solution. Have you agreed on specific follow-up steps that different actors need to take?	UFZ: German translation was confusing (Einigung gleich Konsens?) Question generally too complicated	"Agreement on specific actions is essential for the sustainability of the conflict-solution. Has your organization worked together with different actors to discuss and formalize the steps that need to be taken to improve preparedness in your community?" Revise German translation.
F76	Which method do you use for resolving and preventing conflicts concerning flood risk or flood risk management?	UFZ: Avoid English terms in German (other) translations	- Showcases/exhibitions should not be listed under social media - theatre plays are considered problematic - Add: Nachspielen von Szenarien am Tisch as a method

F77	How closely on a scale from 1-5 are you in contact with the media in order to ensure that messages are clear and concise in order to avoid conflict being instigated by the media?		UFZ: Being in contact cannot directly be translated to Czech – relationship would be better here
F80	Different target groups have different communication needs. We have collected a number of practices that was designed to meet the needs of different target groups. Which target groups are you not reaching yet? What would you like to learn more about? Please select them from the following list.	UFZ: proposal from Czech group to distinguish between groups that are easy to reach or not (as two main categories)	- Leave them the choice to select none of these options (question does not need to be answered) - Structure the list into groups (e.g. demographic factors, effected public, effected organisations, etc.) - add prisoners and foreigners

General public's self- assessment

F3			IMGW PIB- add option: protects the value of the home furnishing
F8	Please describe the extent to which you agree or disagree with each of the following statements regarding preparation for floods: (please select one answer per line)		IMGW-PIB: Replace: It is difficult to prepare for floods By: Can you prepare yourself for a flood UFZ: These questions are taken from a theoretical model. They can't really be changed. At the minimum they should all be statements, not questions.
F9	Please describe the extent to which you agree or disagree with each of the following statements :		Delete: Preparing for floods will improve my everyday living conditions (Participants explained that this option is obvious and always will be chosen) Replace: Preparing for floods will improve the value of my house/property By: Preparing for floods will improve the value of my house/property and helps protecting my equipment

F18	In regard to your general feelings about living in this community, please describe the extent to which you agree or disagree with each statement: I trust that state agencies are interested in my collaboration (e.g. participation in formal hearings)	**IMGW-PIB**: Unclear what it means that agencies are interested (e.g. they have actively requested my attendance at public hearings)	
F28	b – How often would you like to be informed?	**IMGW-PIB**: Delete this question was desired It was mentioned during discussion that frequency depends on situation so it is not easy to answer	
F29	Have you been involved in decision-making processes in flood risk management (e.g. planning of flood protection measures)?		Replace: No, but I would like to become involved By: No, but I would like to become involved if necessary
F58	I would prepare myself/my family/my belongings by:	**IMGW-PIB**: Change order of answer option from general to more detailed	

Organisational feedback report

General public's feedback report