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# Consultation Plan



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## CHAPTER 1

### 1.1 Overview

The Consultation Plan (CP) will play an important role as a coordination tool in collecting information that will be used by all project partners, being an excellent way to engage stakeholders in the process, following up the review of the background information. The CP will specifically allow collecting a wide range of opinions from stakeholders and the awareness of their needs. Besides, the CP will be a mean of sharing experiences and views from the different stakeholders that are affected by the CBA in different forms and levels.

The project Flood - CBA has to make a consultation action common to all stakeholders in order to regulate and be the guide for the study group. This will be crucial to identify different realities in the project consortium and learning good practices.

The CP should also be used to increase stakeholders' knowledge and enable them to make more informed contributions and decisions.

## CHAPTER 2

### 2.1 Consultation Plan purpose

The core objective of the Consultation Plan is to receive the stakeholders' comments and requirements regarding the content and the information provided by the Cost/ Benefit analysis of the Flood Prevention Measures. This is needed to compare the different realities in the countries involved in the FLOOD-CBA consortium, allowing us to learn good practices and identify major problems.

Some of the topics to be included in the CP are: the views of stakeholders about the use of CBA in each partner country and how this is implemented; how can CBA contribute to improve quality of life of the local population; the perception of environmental losses caused by flooding; future vision of other issues that can guide the understanding of perceptions at local or regional scales.

In particular stakeholders will be consulted in the following topics:

- Usefulness of CBA.
- Most controversial issues about CBA.
- Aspects that need further improvement / clarification.
- Gaps that need to be fulfilled.
- What is and should be in future the role of stakeholders in the implementation process?

At the end of the CP it should be possible to understand:

- The variety of uses of CBA methodologies.
- Possible controversial issues.
- Topics that are missing.
- Stakeholders' involvement in the implementation process.

Also the CP will allow:

- Building trust between stakeholders.
- Develop a common vision on the issues at stake.

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- Resolve conflicts.
  - Guidance to joint solutions that are technically optimal and implement in practice.
  - Promote active involvement of all parties interested in "CBA – Flood Risk Measures".

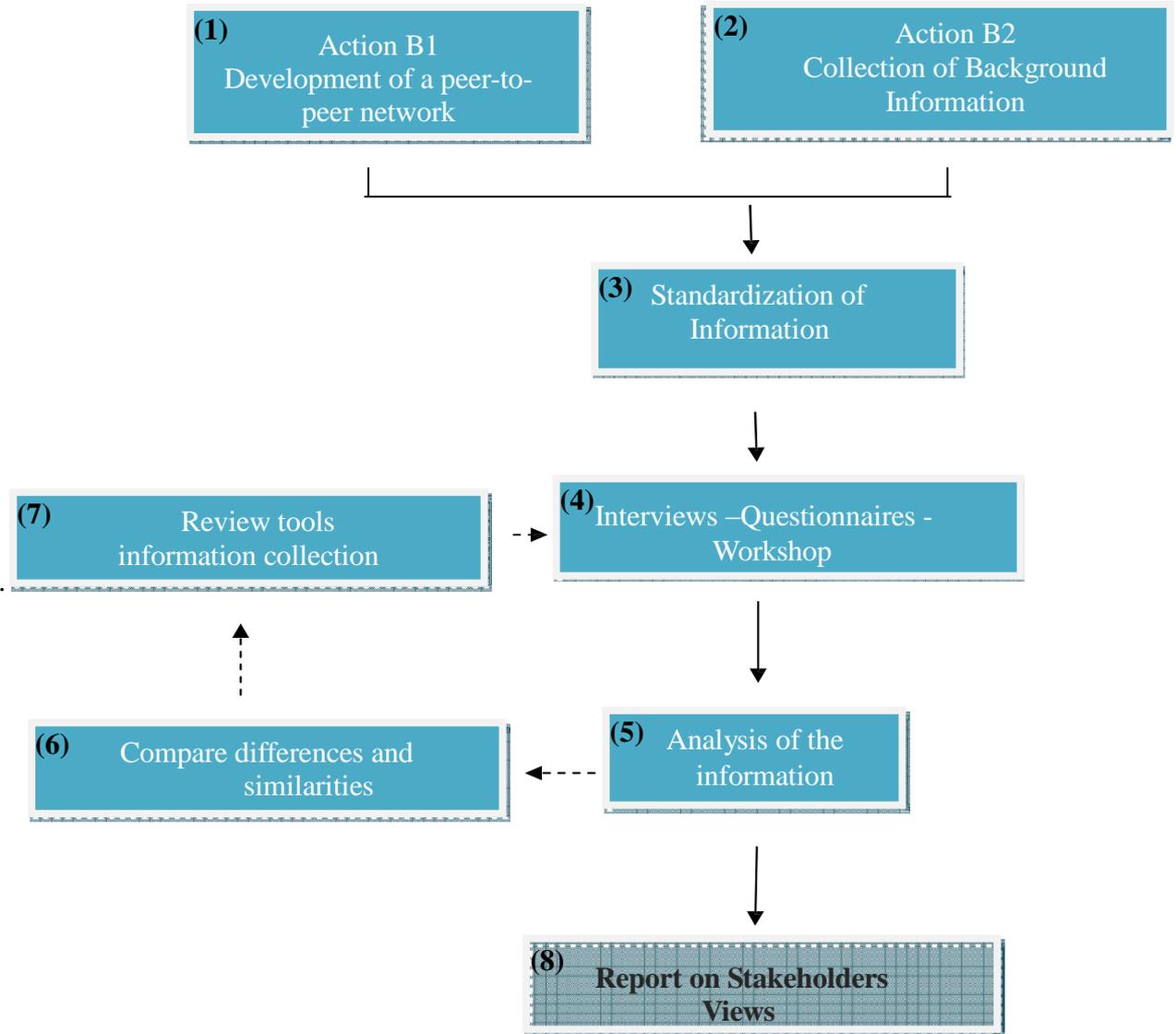
## CHAPTER 3

### 3.1 Consultation Plan design

The Consultation Plan is designed according to the diagram showed in Figure 1 and will be based in the Actions B1 (Development of a peer-to-peer network **(1)**), and Action B2 (Collection of background information **(2)**). The B2 is central and the consultation plan will let to double-check the information collected, linking stakeholders and having a more accurate feedback about the implementation of the European Directive 2007/60/EC of 23 October 2007 on the assessment and management of flood risks. That information from different partners will be processed in order to standardize the type of questions that will be made through the consultation plan according to the techniques described in section 3.2.

After all the information produced is analysed, an option should be taken by each partner. Go straight to the final report **(8)**, or after comparing results to find differences and similarities among different stakeholders **(6)**, go back in the process, allowing to refine the tools used **(7)**, with a second round with stakeholders, through one of the tools described before, reviewing concepts used and monitor possible errors. Not being mandatory due to different situations faced by each partner, this option will allow changes and improvements to the final report with the stakeholders **(8)**.

Figure 1. Consultation Plan Design Diagram



## 3.2 Gathering information from stakeholders

The CP suggests an example of a common methodology to be implemented, allowing some flexibility for partners to adapt it to their needs.

The methodological design can include the use of various tools, with quantitative and qualitative techniques, that according to each partner can be applied jointly or isolated:

- ▶ Questionnaires.
- ▶ Interviews.
- ▶ Workshop Groups.

These are some examples of research techniques, but others are not discarded and can be introduced by each partner, according to the national context. However, it is important to have a common ground in order to compare the results. Therefore a list of questions that will be the backbone of the stakeholders' questionnaire has to be defined. This will be essential, even if those questions are delivered in different ways.

### 3.2.1 Questionnaires

These are basic research tools used to collect information, developed and tested to ensure that they are easily understood and will collect the information required. Questionnaires ensure that exactly the same questions are presented to each person surveyed, and this helps with the reliability of the results. Can be delivered at a workshop, or similar event, gathering all the stakeholders needed at one place at the same time and level the knowledge about CBA.

*Strengths:*

- Less personal than interviewing, anonymity can encourage more honest answers.
- Useful to generate both qualitative and quantitative data.
- Works well to reach respondents that cannot be gathered in same place at one time.
- Easy to be used for statistical validation.
- More economical and less labour intensive than interviews, lower total costs.
- Provides good and comparable data.

- Easy to deliver.
- Not too time consuming.

*Weaknesses:*

- Low response rates can bias the results. Can involve follow up work to encourage returns.
- Wording of questions needs to be unambiguous to avoid bias, and should be pre-tested to ensure that you receive the information you desire.
- Choice of stakeholders is needed to make a representative sample.
- Surveys with tick boxes are the fastest and easiest to process, however, this limits the detail in the information collected.
- Open questions provide lots of information but are difficult to handle.

### **3.2.2 Interviews**

This is another tool available, with open questions that will be delivered in a one-to-one basis. This qualitative social research tool will identify and explore different perceptions. The opinions of the agents / actors on the problems, potentialities and challenges associated with flood risk prevention and costs benefit analysis. The impacts on the natural and urban environment will be also evaluated. Furthermore, we aim to know and understand different models in each partner country, especially in the case of agents / actors that determine local policies. Finally this approach can draw attention to best practices. The interviews will be recorded digitally and later transcribed for qualitative analysis and treatment.

*Strengths:*

- Targets key stakeholders who have specific knowledge about the issue.
- Provides opportunity to get understanding of concerns and issues of key stakeholders.
- Can be used to determine how best to communicate with stakeholders.
- Can be a good way to obtain detailed information

*Weaknesses:*

- Can be expensive.
- Can be time consuming.
- Interviewers must induce trust; otherwise there is the risk of negative response to the format.
- Open questions results are difficult to handle and compare.
- Requires skilled interviewers

### **3.2.3 Workshop groups**

Another technique that can be used in the data collection will be conducting a workshop with stakeholders. These meetings could promote the project, create a network of discussion about the topic and can generate an engagement with the issues. Can be done in a venue, and will certainly contribute to the collection of information, helping formulating questions and collecting data on measures to prevent risk of flooding and the cost-benefit analysis in each country. The workshop will be recorded on digital video format for analysis and compilation of the data obtained.

In this format each stakeholder will be asked to make a small presentation about its role and position about flood risk management in general and CBA in particular. After that a discussion will be lead by a facilitator in order to promote discussion about the different perspectives presented.

#### *Strengths:*

- Excellent for discussion on criteria or analysis of alternatives.
- Fosters small group or one-on-one communication.
- Offers a choice to answer difficult questions.
- Builds ownership and credibility for the outcomes.
- Maximizes feedback obtained from participants.

#### *Weaknesses:*

- Hostile participants may resist and jeopardize the process.
- Can be time consuming.

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- Need facilitators that know how to deliver input before the start of the workshop.
  - Several facilitators are usually needed.

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## CHAPTER 4

### 4.1 Expected results

The expected results of the Consultation Plan are:

- Rising awareness among key stakeholders.
- Identification of gaps of knowledge and the status of the different stakeholders about CBA.
- Implementation of an efficient method for assessing stakeholders' needs.
- In depth investigation of the stakeholders' requirements on the cost benefit analysis of flood prevention measures.

### 4.2 Possible limitations and assumptions

The major limitation of the Consultation Plan is that stakeholders' needs might exceed the scope of the project.

The major assumption of the Consultation Plan is that the project consortium will ensure that expectations are realistic. It will also clearly priorities those functions that will be essential for piloting and it will identify any longer term priority requirements, which could be incorporated later into potential products.