

Annex 2: Relevant questions asked per category

The connections to risk governance deficits indicate, when application, to which cluster of deficits the connection refers (Cluster A or Cluster B). The connections referred to within this column are based on the International Risk Governance Council (IRGC) (2010), Fonseka (2000), and from the MIDIR project via Greiving et al. (2007).

Please note: it was not possible to ask every question listed nor to every key informant interviewed.

Abbreviation for key informant types	
M:	Mayors/Decision-Makers, (Risk Management, Local Level Communication)
S:	Spatial Planners, (Risk Management, Local Level Communication)
C:	Community Leaders, (Local Level Communication)
RA:	Red Cross/Aid providing agencies, (Risk Management, Local & Regional Level Communication)
P:	Police, (Risk Management, Local Level Communication)
EM:	Emergency Management, incl. Fire Brigade Volunteers/Professional, Civil Protection, (Risk Management, Local & Regional Communication)
I:	Authorities involved in Hazard, Flood, or Natural Disaster Insurance, (Risk Assessment, Local & Regional Level Communication)
SEC:	Geological Survey/Environmental Protection/Water Authority Offices, Sectoral Planners, (Risk Assessment, Local and Regional Level Communication)

Relevant questions asked for (1) Openness & Transparency

Question asked	Stakeholder Asked	Connections to Risk Governance Deficits
Could you describe how you communicate risk related information? (to the public) And what kind of information you communicate?	M RA P EM SEC	No intentional connections
1.1 How do you communicate information on risk assessment results and management decisions?	M RA	No intentional connections
1.1 How do you receive information on risk assessment results and management decisions?	C I (if seems to have good understanding of community)	No intentional connections
1.2 Do you feel information is provided in an understandable language for the public?	M RA I (if seems to have good understanding of community)	No intentional connections
1.3 Who decides what information is provided to the public?	M RA	(related to risk gov. deficit B8) (IRGC, 2010, p.14)

1.3 Is there an appropriate balance between what information is confidential and what information is publically provided?	C I (if seems to have good understanding of community)	(related to risk gov. deficit B8) (IRGC, 2010, p.14)
3.3 In your opinion, do you think the public is interested in receiving more information?	M RA P EM SEC	Also participation related
3.3 Are you (or members of your community) interested in receiving more information on flood and landslide risks (and hazards)? (than is currently available and accessible)	C I (if seems to have good understanding of community)	Also participation related
3.3 In your opinion, are you or your offices interested in receiving more information than is currently available and accessible? SEC	SEC	Also participation related
In your opinion, are there any existing regulations directly affecting your work that can be improved? (How might you improve them?)	M C RA P EM I (if seems to have good understanding of community) SEC	No intentional connections
5.1 Are there any examples you can think of where existing regulations need better enforcement? Are there some examples of existing regulations that should be improved?	M S C RA P EM I (if seems to have good understanding of community) SEC	(also openness & transparency where answer refers to coherency of regulatory system) (related to risk gov. deficit B5, IRGC, 2010, p.16)

Relevant questions asked for (2) Accountability

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
Could you describe how you receive risk related information? And what kind of information you receive?	C	(related to risk gov deficit B10, IRGC, 2010, p.16)
12.2 To your knowledge, who or what authorities are responsible for e.g. prevention and protection of their community during peace time and for response and recovery during time of crisis?	C	(related to risk gov deficit B10, IRGC, 2010, p.16)
How would you describe your responsibilities in comparison to the responsibilities of the authorities you work with most directly? Are you satisfied with the distribution of responsibilities?	M RA P EM SEC	(related to risk gov deficit B10, IRGC, 2010, p.16)
2.2 Are responsibilities and who has what responsibilities clear for your offices and other authorities you work with? Are there overlaps? (Conflicts present? How to address these?)	M RA P EM I (if seems to have good understanding of community) SEC	(related to risk gov deficit B10, IRGC, 2010, p.16)

2.1 Do your responsibilities overlap with other authorities or offices (horizontally or vertically) or are responsibilities clear? If yes, can you describe the overlap?	S	No intentional connections.
Can you describe the evaluation process for mitigation measures? Are these monitored for effectiveness and adherence to codes? If yes, how often are mitigation measures checked? If no, mitigation measures are not checked, then why not?	M P EM SEC	Some connection (and potential overlap) here also to efficiency.
Can you describe the evaluation process for mitigation measures? We would like to ask about monitoring activities: Are planning measures for risk mitigation reviewed and adjusted? How often does this occur?	S	Some connection (and potential overlap) here also to efficiency.
(if above affirmative) 6.5 Are these monitored for efficiency (e.g. efficient use of resources) what about for effectiveness (contribution and ability to achieve goal)? If yes, then how? (more specifically) 6.6 Are you required to adjust your practices if e.g. an exceptional event occurs (e.g. does the mayor ask you to provide new land use plans if an exceptional event occurs)?	S	(relates to risk gov. deficit A8) (IRGC, 2010) Some connection (and potential overlap) here also to efficiency.
(if negative) If no, mitigation measures are not checked, then why not?	S	Some connection (and potential overlap) here also to efficiency.
2.3 Are mechanisms in place for the public to keep authorities/actors accountable?	C RA	No intentional connections.
10. In case of a change (e.g. like a major event), do you review your policies? How often do they review and update their policies for e.g. home insurance, personal liability, flood insurance, etc.)	I	Some connection (and potential overlap) here also to efficiency.

Relevant questions asked for (3) Participation

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
3.1 Can you describe the communication between authorities and the public before, during, and after a crisis?	M RA	No intentional connections
3.1 What are the most important means of communication between you and other authorities during peace time, crisis, and recovery?	P EM I (if seems to have good understanding of community) SEC	No intentional connections

a. 3.2 do any of these means involve a 2-way exchange of information?	P EM	No intentional connections
Does the public provide any information?	SEC	No intentional connections
3.3 In your opinion, do you think the public is interested in receiving more information?	M RA P EM SEC	Related to Openness & Transparency
3.3 Are you (or members of your community) interested in receiving more information on flood and landslide risks (and hazards)? (than is currently available and accessible)	C I (if seems to have good understanding of community)	Related to Openness & Transparency
3.3 In your opinion, are you or your offices interested in receiving more information than is currently available and accessible?	SEC	Related to Openness & Transparency
We would also like to ask about how the public is involved in management and assessment of these risks. What are some ways in which the public can be involved? (two-way present?)	M C RA P EM I (if seems to have good understanding of community) SEC	Connected to risk gov deficit A4, in assessment sphere) (IRGC, 2010)
3.2 b. what about with the public? (means, and if 2-way?)	P EM	Connected to risk gov deficit A4, in assessment sphere) (IRGC, 2010)
3.4 How is the public involved in decision-making processes (assessment and management of flooding and landslides)?	M C RA P EM I (if seems to have good understanding of community)	(inspired by Fonseka, 2000)
a. Should they be more involved? (contribute information?)	M C RA P EM	No intentional connections
b. Could this benefit decision-making processes?	M C RA P EM	No intentional connections
c. Can or does this involvement positively or negatively affect planning activities?	M RA	No intentional connections
c. Could this benefit planning activities in your community?	C	No intentional connections
3.4 Would it be a good idea to have more public involvement with your offices? Why or why not? What about in decision-making in general?	SEC	No intentional connections
3.4 Do you feel authorities have a positive attitude toward the involvement of the public in decision-making processes?	C RA I (if seems to have good understanding of community)	No intentional connections
a. 3.1 What are the most important means of communication between you and these authorities?	C	Related to Openness & Transparency

We would like to ask about how the public is involved in risk management and assessment. What are some ways in which the public can be involved?	S	No intentional connections
10. In regard to the involvement of the public: Are stakeholders involved at all in risk assessment as well as prevention matters, i.e. are they consulted and asked for their opinion in hazard- and risk-related matters?	S	No intentional connections

Relevant questions asked for (4) Strategic Vision

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
Can you explain the long-term strategy of the municipal office in terms of managing potential risks for flooding and landslides?	M RA ('municipal offices' changed to respective organization being interviewed) P (same as RA comment) EM (same as RA comment) SEC	(related to risk gov. deficit B2) (IRGC, 2010, p.12) (related to 'adaptive governance' and effectiveness)
4.1 What would you say is the strategic focus of your office in terms of managing potential risks for flooding and landslides?(main priorities) a. Do you feel this strategy provides flexibility for adapting to a changing environment?	M RA P EM SEC	(related to risk gov. deficit B2) (IRGC, 2010, p.12) (related to 'adaptive governance' and effectiveness)
Can you explain the long-term strategy of your offices in terms of managing potential risks for flooding and landslides?	S	(related to risk gov. deficit B2) (IRGC, 2010, p.12) (related to 'adaptive governance' and effectiveness)
4.1 Does a specific strategic focus exist in terms of managing potential risks for flooding/landslides?	S	(related to risk gov. deficit B2) (IRGC, 2010, p.12) (related to 'adaptive governance' and effectiveness)
How does your office work toward the goals of your long-term strategy? How long does it take to achieve some of these goals? Are you happy with this? (need for more time?)	M RA P EM SEC	(related to risk gov. deficit B7) (IRGC, 2010, p.13)
How would you describe the timescale in which authorities operate? Do you see a focus on activities targeting a more short-term strategy or more long-term strategy?	C I (if seems to have good understanding of community)	(related to risk gov. deficit B7) (IRGC, 2010, p.13)

4.2 Does the existing strategy employed utilize an appropriate timescale? Is there a focus put on operating on a short-term timescale rather than a long-term timescale?	M RA P EM SEC	(related to risk gov. deficit B7) (IRGC, 2010, p.13)
4.2 Does there appear to be a focus put on actions taken by authorities on a short-term timescale rather than a long-term timescale?	C I (if seems to have good understanding of community)	(related to risk gov. deficit B7) (IRGC, 2010, p.13)

Relevant questions asked for (5) Effectiveness

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
5.4 Do methods or tools exist to determine the needs of the public? What about to address 'public grievances'?	M C (bold for C) RA	(inspired by Fonseca, 2000)
In your opinion, are there any existing regulations directly affecting your work that can be improved? (How might you improve them?)	M C RA P EM I (if seems to have good understanding of community) SEC	No intentional connections
5.1 Are there any examples you can think of where existing regulations need better enforcement? Are there some examples of existing regulations that should be improved?	M S C RA P EM I (if seems to have good understanding of community) SEC	(related to risk gov. deficit B5, IRGC, 2010, p.16)
5.2 Are there any practices your offices engage in which go above and beyond legally required actions?	M S RA P EM SEC	(related to Fonseca, 2000)
5.7 Do options exist which allow for flexibility and redundancy in the management practices used, especially in maintaining the essential needs of your community?	M P EM	No intentional connections
a. Does this improve (or diminish) your abilities to adjust to unexpected events and changes?	M P EM	No intentional connections
b.If not the case, are decision-making processes stable and hard to amend and renew?	M P EM	No intentional connections
10.In case of a change (e.g. like a major event), do you review your policies? How often do they review and update their policies for e.g. home insurance, personal liability, flood insurance, etc.)	I	No intentional connections
Can you elaborate on the how the early warning systems in your community work?	M C RA P EM	No intentional connections

5.5 How would you describe the existing early warning systems?	M RA	(risk governance deficit A1 from IRGC) (relates to risk assessment sphere, especially risk appraisal) (also related to risk gov. deficit B1, IRGC, p.14) (IRGC, 2010)
Do they produce useful information/is this information provided in a way which allows for use and assistance in decision-making processes?	M RA EM P	No intentional connections
5.5 Is there an effective early warning system put in place?	C P EM I (if seems to have good understanding of community)	(risk governance deficit A1 from IRGC) (relates to risk assessment sphere, especially risk appraisal) (also related to risk gov. deficit B1, IRGC, p.14) (IRGC, 2010)
a. Does it produce useful information/is this information provided in a way which allows use to make informed decisions for yourself and your household?	C I (if seems to have good understanding of community)	No intentional connections
b. 5.6 In past events, have reactions to early warning system information provided either under or overreaction?	M C RA P EM I (if seems to have good understanding of community)	(related to risk gov. deficit B1, IRGC, 2010, p.14)

Relevant questions asked for (6) Efficiency

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
5.4 Do methods or tools exist to determine the needs of the public? What about to address 'public grievances'?	M C (bold for C) RA	(inspired by Fonseka, 2000)
Can you describe your experience (in past events) with decisions made and actions taken by authorities during a crisis and after a crisis has occurred?	C I (if seems to have good understanding of community)	No intentional connection
6.1 Do you feel decisions are made at the most appropriate level?	M C RA P EM I (if seems to have good understanding of community) SEC	No intentional connection

<p>6.2 Are decisions made in a timely manner? (esp. for actions taken during a crisis and for recovery)</p>	<p>C R A I (if seems to have good understanding of community) SEC</p>	<p>No intentional connection</p>
<p>5. Do you feel policies operate on an appropriate timescale, especially in terms of paying for recovery of damages after an event?</p>	<p>I</p>	<p>No intentional connection</p>
<p>Could you elaborate on how the procedures you must follow are evaluated? (evaluation lead to adjustment?)</p>	<p>M P EM SEC</p>	<p>No intentional connection</p>
<p>6.4 We would like to ask about monitoring activities: Are administrative procedures you most directly deal with reviewed and adjusted? How often does this occur? (Efficiency) (if above affirmative) 6.5 Are these procedures monitored for efficiency (e.g. efficient use of resources) what about for effectiveness (contribution and ability to achieve goal)? If yes, then how? (more specifically) 6.6 Are there monitoring processes to adjust risk assessment practices if e.g. an exceptional event occurs? (Efficiency)</p>	<p>M P EM SEC</p>	<p>(related to similar indicator in Fonseca, 2000) (relates to risk gov. deficit A8) (IRGC, 2010)</p>
<p>Can you describe the evaluation process for mitigation measures?</p>	<p>M P EM SEC</p>	<p>No intentional connection</p>
<p>What about for mitigation measures? Are these monitored for effectiveness and adherence to codes? If yes, how often are mitigation measures checked? If no, mitigation measures are not checked, then why not?</p>	<p>M P EM SEC</p>	<p>No intentional connection</p>
<p>Can you describe the evaluation process for mitigation measures?</p>	<p>S</p>	<p>No intentional connection</p>
<ul style="list-style-type: none"> • 9. We would like to ask about monitoring activities: • Are planning measures for risk mitigation reviewed and adjusted? How often does this occur? <p>(if above affirmative) 6.5 Are these monitored for efficiency (e.g. efficient use of resources) what about for effectiveness (contribution and ability to achieve goal)? If yes, then how? (more specifically) 6.6 Are you required to adjust your practices if e.g. an exceptional event occurs (e.g. does the mayor ask you to</p>	<p>S</p>	<p>(relates to risk gov. deficit A8) (IRGC, 2010)</p>

provide new land use plans if an exceptional event occurs)? S
 If no, mitigation measures are not checked, then why not?

Relevant questions asked for (7) Equity

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
Do you feel risks to flooding and landslides affect all those in your community equally?	M C RA P EM SEC	No intentional connections
7.1 In your opinion, with the currently existing regulations and risk management practices, are there specific groups of people who benefit less or who are put at a disadvantage compared to other groups in your community? More specifically, do practices place an equal amount of burden on all members of your community?	M S C RA P EM I (if seems to have good understanding of community) SEC (same comment as I)	(related to risk gov. deficit B4, with respect to costs falling on “those least able to afford it”) (IRGC, 2010, p.12-13)
a. If no, is the burden unevenly distributed to those least able to afford it?	M S (if seems well-connected to community) C RA P EM I (if seems to have good understanding of community) SEC (same comment as I)	(related to risk gov. deficit B4, with respect to costs falling on “those least able to afford it”) (IRGC, 2010, p.12-13)
7.2 Are there identifiable groups in the community that are considered especially vulnerable as compared to other groups? What makes them more vulnerable?	M S (if seems well-connected to community) C RA P EM I (if seems to have good understanding of community) SEC (same comment as I)	No intentional connections
7. How do you determine between different levels of risk in different areas (meaning how do they determine what areas are a higher risk to insure)?	I	No intentional connections
8. Are there particular groups or areas that are considered especially risky?	I	No intentional connections

Relevant questions asked for (8) Feasible & Sustainable (absorbed into other categories)

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
7.4 Do incentives exist to support sustainable management of environmental resources (e.g. ecosystem services) especially in respect to flood and landslide prevention?	SEC	No intentional connections
8.1 Given current resources and interests, can practices be continued in the long-term?	M C RA P EM I (if seems to have good understanding of community) SEC	No intentional connections
8.2 Do you feel current practices can provide an advantage to future generations?	M C RA P EM I (if seems to have good understanding of community) SEC	No intentional connections

Relevant questions asked for (9) Trust

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
Are there some examples you have that demonstrate a strong level of trust between your offices and the authorities you work with? (and with the public?)	M S RA P SEC	No intentional connections
Are there some examples you have that demonstrate a strong level of trust between the community (societal groups) and authorities?	C I (if seems to have good understanding of community)	No intentional connections
9.1 Do you feel your interactions with other authorities occur within a foundation of mutual trust?	M RA P EM SEC	No intentional connections
9.2 Are there examples of past experiences you have that support the existence of an environment of trust?	M S C (between people in the community, with higher level authorities, with local level authorities?) RA P EM I (if seems to have good understanding of community), (same comment as C) SEC	No intentional connections
9.2a. If no, is there a need to rebuild trust (what are some ways in which this can be achieved)?	M RA P EM SEC	No intentional connections

9.3 Is access to information provided in an acceptable manner? (status of information is acceptable)	C	No intentional connections
9.4 Are methods employed to determine what level of risk is acceptable by the different societal groups?	M C	(inspired by risk gov. deficit A5 related to gathering information on risk attitudes and what variables influence this) (IRGC, 2010)
9.5 (ONLY FOR POLAND AND ROMANIA) Is there evidence that supports an improvement from former historical times characterized by an environment of distrust?	M S C RA P EM I (if seems to have good understanding of community) SEC	No intentional connections
9.6 Do you believe the different societal groups trust in your authority? Why is this? (If negative ask also: how can trust be regenerated?)	M S RA P EM SEC	No intentional connections
9.6 Is there a strong level of trust in local authorities? Why is this? (If negative ask also: how can trust be regenerated?)	C I (if seems to have good understanding of community)	No intentional connections
9.6a. Is there any difference in the level of trust with Regional authorities? Why is this? (If negative ask also: how can trust be regenerated?)	C I (if seems to have good understanding of community)	No intentional connections

Relevant questions asked for (10) Resources

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
We would also like to ask about what kind of resources and information you rely on. Could you please elaborate on what kinds of resources are available to you? What kind of information do you receive in making decisions related to flood and landslide risks? (Are you happy with what is available?)	M S RA P EM SEC	No intentional connections
10.1 Are adequate resources (especially information) available and accessible to you in terms of: <ul style="list-style-type: none"> a. Available and appropriate <u>timing</u> for completing tasks required? b. Available and accessible <u>financial resources</u> as compared to other authorities in dealing with flooding and landslides? 	M S RA P EM SEC	(relates to Risk Gov deficit A2) (IRGC, 2010) (above inspired by MIDIR, 2007) (relates to IRGC risk gov deficit B9, specifically mentions 'assets, skills and capabilities') (IRGC, 2010, p.16)

<p>c. Available <u>expertise and knowledge</u> for informing decision-making processes?</p> <p>d. Coverage of <u>personnel and equipment</u> for the necessary responsibilities/tasks to be completed?</p> <p>e. Quality of <u>structural resources</u>? (e.g. infrastructure such as roads and public utilities)</p> <p>If no to any of the above, what are the reasons for this?</p>		
<p>8. Do you have adequate resources available to you? (e.g. time, personnel, information)</p> <p>If not, is this a limitation in terms of the information that is available to them?</p>	I	No intentional connections
<p>3.a. Have you ever had the impression you need more information about risks than you actually have at your disposal?</p>	S	No intentional connections
<p>4. Are you satisfied with the information about hazards (and/or risks) you currently receive and work with?</p> <p>If no: Do you have any suggestions for improvement?</p> <p>What in your opinion is the main problem with the existing information, the main deficiency? (e.g. comprehension of information, accessibility, currency (information outdated/not available in real time, accuracy, costs, scale of information etc.)</p>	S	No intentional connections
<ul style="list-style-type: none"> 10.3 What would you say are some of the biggest decisions you have to make in fulfilling your roles/responsibilities? What (e.g. information, self-information, from other authorities) do you find you tend to rely on most to make decisions? What factors are you limited by in terms of making these decisions? (e.g. lack /accessibility of data, need to wait from higher authorities) 	M RA P EM SEC	No intentional connections
<ul style="list-style-type: none"> Is the information about risks you receive mandatory and does this limit you decision-making abilities? (e.g. hazard and risk maps) If yes, how do you feel about this? Suggestions for improvement? 	M RA P EM	No intentional connections

Relevant questions asked for (11) Coordination

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
11.3 How are disagreements between authorities mediated/organized in your offices?	M R A P E M I (if seems to have good understanding of community) SEC	(relates to risk governance deficit B12, IRGC, 2010, p.15)
11.4 How would you describe the coordination between your offices and higher levels of authority?	M S R A P E M I (if seems to have good understanding of community) SEC	No intentional connections (relates to interplay issues)
6. What other authorities do you work with to calculate your rates? (who do you receive information from)?	I	No intentional connections
12.1 Would you say there is a high, medium, or low level of cooperation (informal communication) and coordination (formal communication) between your offices and authorities at the local level? (e.g. district, municipality/commune)	M S R A P E M I (if seems to have good understanding of community) SEC	No intentional connections
More specifically, how would you rate the cooperation with spatial planning authorities and spatial planning offices?	M R A I (if seems to have good understanding of community) SEC	No intentional connections
What about authorities at higher levels?	M S R A P E M I (if seems to have good understanding of community)	No intentional connections
12.2 In your opinion, is dialogue between and among various authorities constructive? (meaning does it try to work toward a mutual, positive outcome, and toward a solution)	M R A P E M I (if seems to have good understanding of community) SEC	(inspired by MIDIR, 2007)
18. How do you rate the formal procedures between spatial planning and sectoral planning? What are the main characteristics of formal coordination?	S	No intentional connections
11.1 In your opinion, do you feel responsibilities to assess and manage flooding and landslides are concentrated centrally (centralized) or fragmented amongst multiple authorities?	M S R A P E M I (if seems to have good understanding of community) SEC	(related also to organizational culture) (relates to risk gov deficit B10, IRGC, 2010, p.16)
11.2 (In the case of fragmentation:) Does fragmentation lead to problems such as duplication of efforts, wasted resources, or overlooked issues especially in the case that this causes certain risks are not managed by any particular entity?	M S R A P E M I (if seems to have good understanding of community) SEC	(related to risk gov deficit B10, IRGC, 2010, p.16)

(In the case of centralization:) Does centralization lead to any problems such as greater burden of responsibility placed on the higher levels of authority, restricted or limited capabilities at the more local levels of authority, or practices which do not fit to local level needs?	M S RA P EM I (if seems to have good understanding of community) SEC	(related to risk gov deficit B10, IRGC, 2010, p.16)
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Relevant questions asked for (12) Cooperation

Question asked	Stakeholder Asked	Any related themes & connections to Deficits
Could you describe the level of cooperation (informal interactions) and coordination (formal interactions) between your offices and those you work with most closely?	M RA P EM I (if seems to have good understanding of community) SEC	No intentional connections
Could you describe the level of cooperation (informal interactions) and coordination (formal interactions) between your office and those you work with most closely?	S	No intentional connections
17. Is information communicated in formal procedures only or also informal discourse processes (e.g. stakeholder dialogue, mind mapping, workshops, world cafés etc.)?	S	No intentional connections
12.1.A. More specifically, do you receive information from or provide information to planning authorities? c. how would you rate the cooperation with spatial planning authorities and spatial planning offices?	P EM	No intentional connections

Relevant questions asked for (13) Risk Culture

No questions were asked for the sole purpose of deriving a description of a given 'risk culture' as this particular category was purposefully left to be as open and exploratory as possible.

Publication bibliography

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International Risk Governance Council (IRGC) (2010): Risk Governance Deficits. An analysis and illustration of the most common deficits in risk governance. Geneva (Policy Brief).