

Surrey Local Flood Risk Management Strategy and Community Resilience

Surrey County Council and the
National Flood Forum



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Who we are

Tom Pooley – Flood Risk and Network Resilience Specialist

Tor Peebles – Flood Risk Management Strategy and Partnerships
Team Leader

James Painter – Community Partnership Manager

Tabitha Whitcombe – National Flood Forum



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Who does what

Surrey County Council

- Manage flood risk from Ordinary Watercourses
- Manage flood risk from groundwater and surface water flooding
- Highway drainage
- Develop and deliver flood alleviation schemes
- Write and implement Local Flood Risk Management Strategy
- Support local community groups and Flood Action Groups

Community Partnerships Team:

- Co-ordinate Surrey Prepared
- Work at the District/Borough/Parish level to promote resilience

National Flood Forum:

- Consultancy arrangement with SCC
- Work with 'hard to reach groups' and establish Flood Action Groups



Who does what

District and Borough Councils:

- Ordinary Watercourses
- Approve drainage systems through planning process
- Develop and deliver flood alleviation schemes

Environment Agency:

- National 'strategic overview' of flooding from all sources
- Develop and deliver flood alleviation schemes
- Main Rivers



Water Companies (Thames Water/Southern Water):

- Maintaining foul sewer and surface water network



Objective 5 of the LFRMS – Community Resilience

The residents of Surrey will be supported to improve community resilience. Local people will be empowered to reduce the risk of flooding on both an individual and community level.



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Community Resilience

How we support residents to be resilient to flooding:



- Assess and prioritise Flood Action Group locations and encourage communities to establish such groups in areas of need
- Develop and improve engagement methods with local communities, including public facing information/materials
- Promote resilience planning as a core tool for community groups and supporting them with response and recovery following a flood event
- Encourage communities to identify assets and resources to be used in a flood event
- Build knowledge, train and equip residents to be more prepared for flooding – enable them to ‘self help’



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Community Resilience &
Surrey Prepared Overview

Definition

A resilient community is one where communities, businesses and individuals are empowered to harness local resources and expertise. This enables them to help themselves and their communities to prepare, respond and recover from disruptive challenges and to adapt to long-term environmental changes.



What is Surrey Prepared?

- A Surrey-wide multi-agency partnership formed in response to winter 2013/14 floods
- Membership: SCC, BC/DCs, SFRS, Vol Orgs, Utilities, SALC, links to the military
- Focused on supporting community resilience activity across Surrey
- A focal point for co-ordinated activity
- A hub for resources and capability



Key Aims

Surrey Prepared is a multi-agency partnership that aims to:

1. Effectively support communities within Surrey to become resilient through a co-ordinated multi-agency approach.
2. Share best practice and promote joint working across all sectors linked to community resilience
3. Develop key information and resources for use by local communities
4. Establish mutual support networks for resilient communities to place work on a sustainable footing



Community Prepared Approach



Benefits of Approach

The October 2016 Cabinet Office guidance identifies:

Individuals, businesses and communities benefit from:

- Reduced exposure to risks from hazards and threats
- A greater capacity and motivation for collective action
- A greater sense of community, with greater inclusivity and cohesion
- Reduced social, financial and health impacts from hazards and threats

Government and Local Authorities benefit from:

- The ability to prioritise resources to those in greatest need
- Improved understanding of communities, their needs and capacities
- Stronger relationships with communities resulting in mutual trust and influence
- Better partnering and co-ordination and reduced demand from services and higher community welfare



Focus

Key Principles:

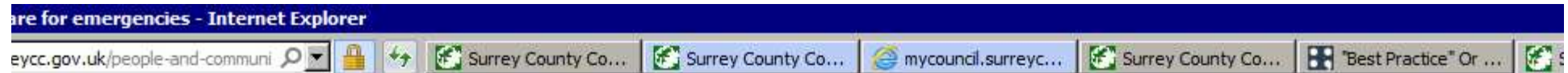
- Community Led
- Preparedness

4 Key Elements to the Surrey offer:

1. Information
2. Training
3. Funding
4. Ongoing mutual support



Information - [Surrey Prepared](#) Webpage



Prepare for emergencies



[Prepare your community](#)



[Prepare your home](#)



[Report and prevent](#)



[Sign up to alerts](#)

The role of emergency services

How our emergency services deal with major incidents

Power, gas and water failure

What to do to be safe, who to contact, and how to stay prepared

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Resources – Emergency Plans



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**Be prepared for
an emergency**

Community Emergency Plan

Progress to Date

- **Online & Paper Resources** – Warn and inform leaflets covering flooding, online training and Community/Household resilience plans
- **Community Capacity Survey** – An Online Survey allowing communities to register key contact details and information on local assets, with key agencies linked to GIS mapping. Over 160 communities have expressed an interest in developing their community resilience capacity.
- **Communications** – Shared branding, dedicated web pages, Twitter feed with 350+ followers and regular Newsletter are all in place. The recent September Community Resilience Conference had 130 attendees, attracted national speakers and received very positive feedback
- **Multi Agency Co-ordination** - Surrey Prepared Partnership in place comprises SCC, BCs & DCs, Environment Agency, Utility Companies, Red Cross, Voluntary Sector, links with the military and meets quarterly



Farnham Resilience Roadshows

A Resilience Roadshow took place in Farnham on 19 January 2017

Residents were given the opportunity to talk to a variety of agencies on topics relating to flooding and winter risks



Cranleigh Riparian Landowners Evening

Residents who live next to Holdhurst Brook, Cranleigh were offered guidance on how to reduce the risk of flooding to their homes and given advice on their responsibilities as landowners



The event was attended by representatives of Surrey County Council, Thames Water and the Environment Agency



Tabitha Whitcombe - Community Flood Resilience Officer
tabitha.whitcombe@floodforum.org.uk - 07763 509439



Community Engagement in Surrey



‘Supporting and Representing Flood Risk Communities’

National Flood Forum



Who are we?

- Specialist independent charity for England and Wales



What we do:

- Help people to prepare for flooding
- Help people to recover their lives after flooding
- Campaign and work in partnership with national and local government, flood protection companies and the insurance industry to put flood risk communities at the centre of policy making and operational delivery

‘Supporting and Representing Flood Risk Communities’

The National Flood Forum in Surrey



During the 2013/2014 winter flooding in Surrey, the National Flood Forum supported Surrey County Council and all other flood risk management authorities in recovering affected communities.

Since May 2016, the National Flood Forum has been working very closely with Surrey County Council to engage with communities that have been hard to reach in the past.



‘Supporting and Representing Flood Risk Communities’

Areas of Engagement



Area	Source of Flooding	Date of Most Recent Flood Event
Caterham and Old Coulsdon	Surface Water	June 2016
Guildford Town Centre	River Wey and Surface Water	Winter 2013/2014
Leatherhead and Fetcham	River Mole and Surface Water	Winter 2013/2014
North Staines	River Thames and River Ash	Winter 2013/2014
Thorpe Lea and Egham Hythe	River Thames, Meadlake Ditch and Surface Water	Winter 2013/2014
Woking	Surface Water	May and September 2016

‘Supporting and Representing Flood Risk Communities’

Caterham and Old Coulsdon Flood Action Group



Progress to Date:

- They have been engaging in their community.
- Held their first Multi-agency Meeting in December 2016.
- From this they have formed a sub-group that works very closely with the Caterham Feasibility Study Project Board.
- They have links to their Parish Council who want to look at Community Emergency Planning.
- They disseminate information to their community regularly.



‘Supporting and Representing Flood Risk Communities’

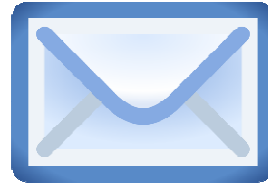
How can Members support Community Resilience?

- Signpost residents to Flood Action Groups as a means of engagement with Risk Management Authorities
- Encourage members of your communities to lead and co-ordinate these groups
- Promote riparian awareness and maintenance of private land/assets



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Questions?



Get in touch

General flooding enquiries – flooding.enquiries@surreycc.gov.uk

Tom Pooley – thomas.pooley@surreycc.gov.uk

Tor Peebles – tor.peebles@surreycc.gov.uk

James Painter – james.painter@surreycc.gov.uk

Tabitha Whitcombe – tabitha.whitcombe@floodforum.org.uk



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