

**MINUTES** of the meeting of the **RESIDENT EXPERIENCE BOARD** held at 1.00 pm on 9 March 2017 at Council Chamber, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Board at its meeting on Wednesday, 7 June 2017.

**Elected Members:**

- \* Mr Mike Bennison
- \* Mr Robert Evans
- \* Mr Colin Kemp (Chairman)
- \* Rachael I. Lake (Vice-Chairman)
- \* Mrs Yvonna Lay
- \* Mrs Jan Mason
- Mr John Orrick
- Mr Karan Persand
- \* Ms Barbara Thomson
- \* Ms Denise Turner-Stewart
- \* Mr Richard Wilson
- Mr Alan Young

**In attendance**

Mr John Furey, Cabinet Member for Highways, Transport and Flooding  
Mr Richard Walsh, Cabinet Member for Localities and Community Wellbeing

**11/17 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]**

Apologies were received from Alan Young and John Orrick. Richard Wilson substituted for the vacancy left by Denise Saliagopoulos.

**12/17 MINUTES OF THE PREVIOUS MEETING: 2 FEBRUARY 2017 [Item 2]**

The minutes from the previous meeting, 2 February 2017 were agreed as a true and accurate record.

**13/17 DECLARATIONS OF INTEREST [Item 3]**

There were no declarations of interest registered.

**14/17 QUESTIONS AND PETITIONS [Item 4]**

There were no questions or petitions received.

**15/17 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD [Item 5]**

There were no responses from the Cabinet to issues referred.

**16/17 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]**

**Key points raised during the discussion:**

1. The Chairman informed the Board that a response was received from the Health and Wellbeing Board in relation to REB 50/2016 (attached as Annex A), where the Health and Wellbeing Board were recommended to investigate the viability of staff or volunteers to be available at GP surgeries to speak to vulnerable residents to promote Safe and Well Visits and other preventative initiatives.
2. The Health and Wellbeing Board advised that the role of the Board was to set the strategic direction of health and social care delivery in the County and this precludes it from becoming involved in the specifics of service delivery. Therefore, the Board was unable to progress the recommendation. Instead the Board suggested that Surrey Fire and Rescue Service discussed the possibility of making staff or volunteers available at GP surgeries.
3. The Chairman advised that the Surrey Fire and Rescue Service item was taken off the agenda as a result of recent decisions by Cabinet and would be on the Forward Work Plan for after the elections.
4. The Chairman informed the Board that he would submit a question to Cabinet requesting clarification on how the resultant financial pressure of approximately £900k per year that keeping Staines fire station open until the completion of the new Fordbridge fire station would be managed; and whether this pressure would remain with the Surrey Fire and Rescue Service or another Council service.

**17/17 SURREY LOCAL FLOOD RISK MANAGEMENT STRATEGY AND COMMUNITY RESILIENCE [Item 7]**

**Witnesses:**

Tom Pooley, Flood Risk and Network Resilience Specialist  
Tor Peebles, Flood Risk Management Strategy and Partnerships Team Leader  
James Painter, Community Partnerships Manager  
Tabitha Whitcombe, Community Flood Resilience Project Officer, National Flood Forum  
John Furey, Cabinet Member for Highways, Flooding and Transport

**Declarations of interest:**

None

**Key points raised in the discussion:**

1. Officers introduced the report by way of a presentation (attached as Annex B) and informed the Board that under the Flood and Water Management Act 2010 the Council had a duty, in its capacity as the lead local flood authority, to maintain, monitor and develop and apply a Local Flood Risk Management Strategy (LFRMS).
2. It was noted that the strategy as a whole was previously reviewed by the Economic Prosperity, Environment and Highways Board on October 2016. However today the focus was on Objective 5 of the Strategy on Community Resilience.
3. Objective 5 of the Local Flood Risk Management Strategy (LFRMS) states that the residents of Surrey would be supported to improve community resilience. Local people would be empowered to reduce the risk of flooding on both an individual and community level.
4. It was noted that the Council was responsible for managing flood risk from ordinary watercourses; watercourses that do not form part of a main river. In addition, the Council's duties include managing flood risk from groundwater and surface water, and highway drainage excluding those maintained by Highways England. However, it was noted that the council did not have a statutory duty to maintain these and funding in this area had reduced significantly to proactively sustain them.
5. It was explained that flood alleviation schemes were also a priority for the Council and were mainly funded with flood defence grants and aid funding by Central Government.
6. The service highlighted that the authorities responsible for the work within the County included District and Borough Councils, the Environment Agency and water companies.
7. The Board were informed that Objective 5 of the LFRMS was created to develop the relationship between the Risk Management Authorities and communities affected by flooding in order to establish successful

engagement with a partnership approach.

8. Officers provided a definition for the term resilient community which was described by the Cabinet Office lead for community resilience, Max Brody as 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.
9. It was explained that Surrey Prepared was a Surrey wide multi-agency partnership formed in response to winter floods in 2013/14, whose approach was community led and offered information, training and funding, with an aim for effective support to communities within Surrey to become more resilient through a coordinated multi-agency approach. This would involve sharing best practice, promoting joint working, developing key information and establishing mutual support networks for resilient communities.
10. It was reported that Surrey Prepared was made up of a wide membership including the Emergency Services, voluntary organisations, utility companies, the military and district and borough councils. Officers advised that information on funding was available through the Surrey Prepared webpage which was supported by utility companies and charities.
11. Power outages and severe winter weather were also identified as part of community resilience and officers explained that flooding was not the only element that was targeted for support by Surrey Prepared.
12. The Officer highlighted that there was a video of Magna Carta School, showing how children who had been impacted by the flooding events in 2013/14 and can make a difference in disaster planning and recovery.
13. Officers highlighted that the Surrey Prepared webpages were put together to ensure information was promoted and made accessible to residents. The content aimed to share information on the role of the emergency services, offers training and resources and allows residents to sign up to a priorities register. Officers highlighted that a Twitter account, @SurreyPrepared, was also set up, linked to the Surrey Prepared webpage to endorse the information.
14. The Community Partnerships Manager shared the Community Emergency Plan with the Board and Members of the Public, advising that key contacts were listed within it to ensure good coordination between the services, authorities and residents.
15. It was noted Surrey Prepared had: made available online and paper resources for residents; had conducted an online Community Capacity Survey, and accumulated over 350 Twitter followers.
16. Officers informed the Board of some of the positive events that had been organised, reporting that a resilience roadshow took place in Farnham on 19 January, where residents were given the opportunity

to talk to a variety of agencies on topics relating to flooding and winter risks.

17. Furthermore a Riparian Landowners Evening took place in Cranleigh, for people who own property next to a river, stream or ditch, where they were offered guidance on how to reduce the risk of flooding to their homes, and given advice on their responsibilities as landowners. This event was attended by representatives of the County Council, Thames Water and the Environment Agency.
18. The Community Flood Resilience Project Officer introduced the work of the National Flood Forum (NFF), a specialist independent charity that supports and represented communities and individuals that have been affected or were at risk from flooding.
19. Members were informed that the NFF did not receive any core funding from the Government and their main objective was to put communities and individuals at the centre of policy making and operational delivery on the ground
20. Members were advised that there were several ways they could support community resilience, signposting, encouraging and promoting flood action groups.
21. The Chairman informed the Board that a question had been submitted by a resident from the Jacobs Well Resident Association, and that a submission had been received from the Tilthams/Furze Lane Flood Forum. The Chairman then requested that written responses were prepared and provided to the issues raised after the meeting.
22. Members raised concerns regarding the lack of advance warnings, communication and flood wardens around the time of the floods in 2013/14. Officers explained that, at that time there key information was not being shared sufficiently between agencies and emergency services; however, since the previous flooding events, a shared database between the emergency services had been created.
23. Members noted that officers engaged with local committees regularly, seeking local perspective and current priorities. Officers also advised that a campaign on riparian awareness was in effect and discussions at local level where being delivered.
24. Officers were pleased to receive assurances from the Armed Forces Champion in working together going forward to promote links with the military in Surrey.
25. Officers acknowledged that planning was a big concern for residents. It was explained that the SCC as Lead Local Flood Authority review drainage proposals for major developments and can recommend refusal for insufficient surface water drainage capacity in planning applications. It was further explained that the Council's position in this area was as a statutory consultee and therefore it does not have powers to enforce and the advice is used at the discretion of the planning authority

26. It was noted that planning officers attend Flood Action Group meetings and these were a platform for residents to raise direct and technical concerns. Officers informed the Board that a recent meeting in Tiltthams Green resulted with the developer taking note and changing the design of the proposed drainage system.
27. The Chairman invited members of the public in attendance to raise any questions regarding community resilience with Members and Witnesses in attendance.
28. A member of public expressed that there was a lack of education and communication with residents in understanding the risks of flooding, and the steps homeowners could take to alleviate those risks. They also expressed the view that Surrey Prepared required better branding as there was no Surrey County Council logo. Officers explained that there was no corporate branding on the Surrey prepared webpage as it was a shared platform, supported by multiple agencies.
29. There was a discussion around engagement with utility companies and residents especially during floods. Officers informed the Board that Thames Water were actively seeking to improve their customer service and the effect had been noted in a number of areas.
30. Officers were questioned on the systems that were in place to ensure continuity for residents in Surrey. Officers assured that the delivery of the strategy would ensure continuity through the enduring objectives, which was also reliant on resilient groups and commitment from the authorities.
31. Members of the public suggested that it would be useful to have an organisational chart of key contacts in the event of an emergency during floods. Officers noted this suggestion and advised a list would be made available as part of Objective 3, which was projected to be drawn up by August 2017.
32. The Cabinet Member for Highways, Flooding and Transport expressed the view community resilience was community led, community driven and community sustained but supported by the Council and its partners.

**Recommendations:**

- The Board supports Community Resilience, the Surrey Flood Risk Management Strategy and notes the work of the Strategic Network Resilience Team.
- The Board suggests clarity of the partnership organisations involved in the Surrey Prepared programme, and that this is reflected on public literature.
- The Board suggests that as county-wide Community Resilience develops, that a database of contacts and organisations is available to Flood Forums, Flood Action Groups, Members and active individuals in times of flooding.

**Actions:**

- To circulate video link of Magna Carta School, resilience in action, to Members.
- For written responses to be prepared and provided to Jacobs Well Resident Association and Tilthams/Furze Lane Flood Forum.

**18/17 DATE OF NEXT MEETING: 7 JUNE 2017 [Item 8]**

The next full public meeting will be held on Wednesday 7 June 2017, in the Ashcombe Suite, County Hall.

Meeting ended at: 3.09 pm

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**Chairman**

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C/O Andy Baird  
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Cllr Colin Kemp  
Chairman, Resident Experience Board  
Surrey County Council

3<sup>rd</sup> March 2017

Dear Councillor Kemp,

At its meeting on 22 November 2016 the Resident Experience Board made a recommendation to Surrey Health and Wellbeing Board suggesting that it investigate the viability of staff or volunteers being made available at GP surgeries to speak to vulnerable residents and promote Safe and Well Visits as well as other preventative initiatives.

Many thanks for giving consideration to the Health and Wellbeing Board in regard to this recommendation, we very much welcome the opportunity to work and collaborate with boards and committees across Surrey in pursuit of the best possible health outcomes for residents across the county. Unfortunately, however, the operational nature of this recommendation falls outside the Health and Wellbeing Board's remit. The role of the Board is to set the strategic direction of health and social care delivery in the County and this precludes it from becoming involved in the specifics of service delivery. The Health and Wellbeing Board will therefore be unable to progress this recommendation. Instead we suggest that Surrey Fire and Rescue Service discuss at a local level the possibility of making staff or volunteers available at GP surgeries.

Thank you again for this recommendation and please accept our apologies that we are unable to take any action in relation to it.

Best wishes,

A handwritten signature in blue ink, appearing to read 'Helyn Clack'.

Cllr Helyn Clack  
Co-Chair  
Surrey Health and Wellbeing Board

A handwritten signature in blue ink, appearing to read 'Dr David Eyre-Brook'.

Dr David Eyre-Brook  
Co-Chair  
Surrey Health and Wellbeing Board

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# **Surrey Local Flood Risk Management Strategy and Community Resilience**

Surrey County Council and the  
National Flood Forum



**SURREY**

# 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



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## 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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PREPARED**

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:

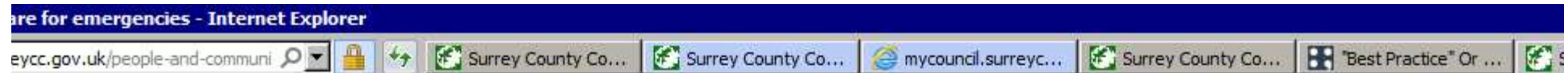
- Community Led
- Preparedness

## 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

[More »](#)

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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
<b>Caterham and Old Coulsdon</b>	Surface Water	June 2016
<b>Guildford Town Centre</b>	River Wey and Surface Water	Winter 2013/2014
<b>Leatherhead and Fetcham</b>	River Mole and Surface Water	Winter 2013/2014
<b>North Staines</b>	River Thames and River Ash	Winter 2013/2014
<b>Thorpe Lea and Egham Hythe</b>	River Thames, Meadlake Ditch and Surface Water	Winter 2013/2014
<b>Woking</b>	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](mailto:flooding.enquiries@surreycc.gov.uk)

Tom Pooley – [thomas.pooley@surreycc.gov.uk](mailto:thomas.pooley@surreycc.gov.uk)

Tor Peebles – [tor.peebles@surreycc.gov.uk](mailto:tor.peebles@surreycc.gov.uk)

James Painter – [james.painter@surreycc.gov.uk](mailto:james.painter@surreycc.gov.uk)

Tabitha Whitcombe – [tabitha.whitcombe@floodforum.org.uk](mailto:tabitha.whitcombe@floodforum.org.uk)



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