

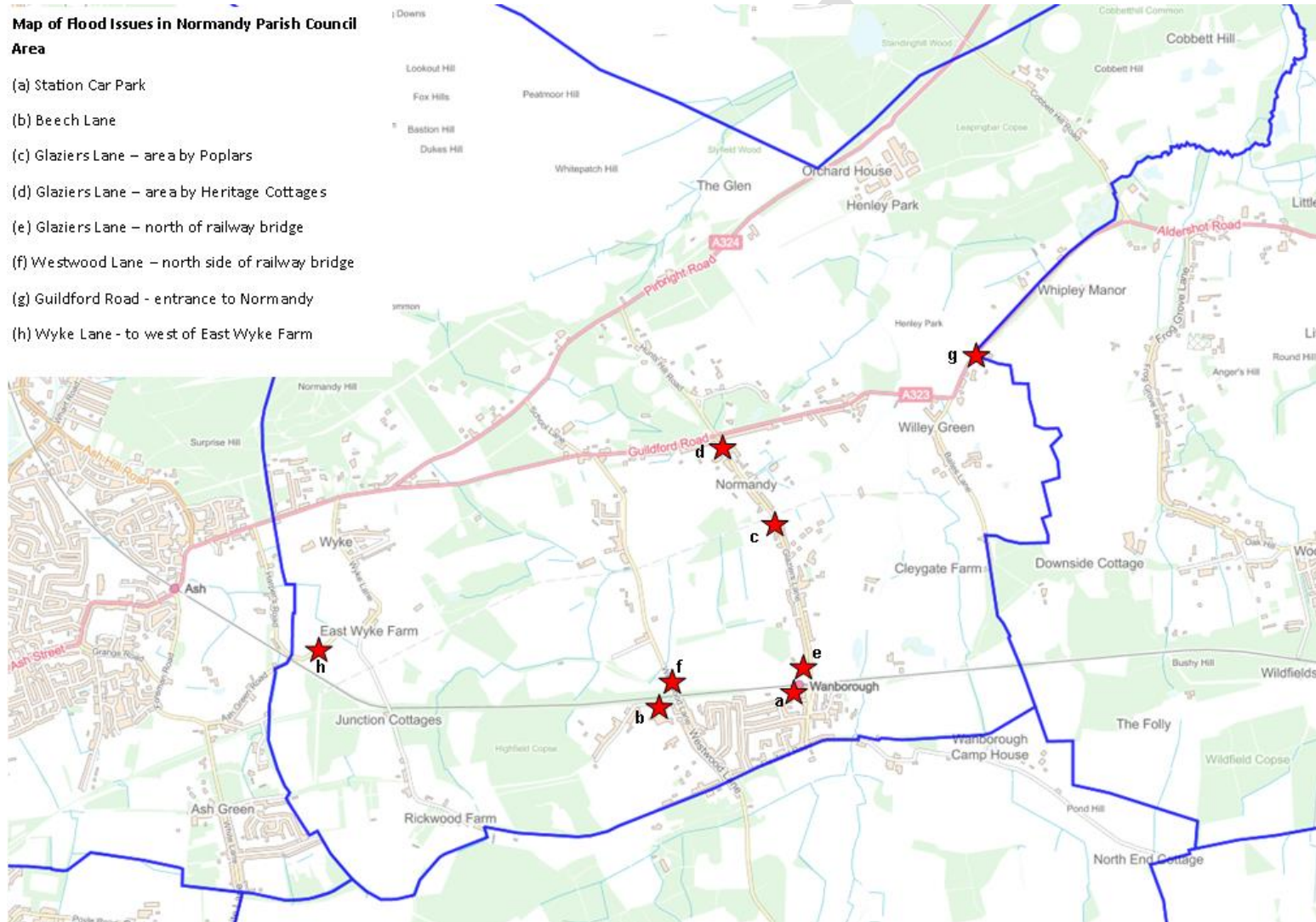
Annex 1



Normandy Flood Forum Action Plan

21 April 2023

Map of Flood Issues in Normandy Parish Council Area

- (a) Station Car Park
- (b) Beech Lane
- (c) Glaziers Lane – area by Poplars
- (d) Glaziers Lane – area by Heritage Cottages
- (e) Glaziers Lane – north of railway bridge
- (f) Westwood Lane – north side of railway bridge
- (g) Guildford Road - entrance to Normandy
- (h) Wyke Lane - to west of East Wyke Farm



Area of concern	By whom	Action required
<p data-bbox="98 183 515 215">(a) Wanborough Station Car Park</p> <p data-bbox="98 255 1630 470">The entrance way to the station and car park regularly floods after heavy rain and can be unpassable by foot without walking in the puddle. Replacement pipes were fitted in April 2019, but this continues to be a problem area. A soakaway in heavy clay doesn't cope well with substantial rainfall. The drain is frequently blocked by fallen leaves and mud, it is likely this eventually finds its way into the soakaway as well. On the day of the photo (November 2022) Normandy Action Group advises they contacted SWR Customer Services as advised by @SWR_Help on Twitter, but did not receive an acknowledgement nor a response.</p> <div data-bbox="107 502 651 1232">  </div> <div data-bbox="736 502 1281 1232">  </div> <p data-bbox="98 1268 1630 1444">2/12/22 Network rail advised they are keen to find the resolution move forward with and to work with partners to get this resolved. Ian Plumber from network Rail advised Asset Management aware of the issues and the work completed to date. They are taking further advice as the soakaway potentially past its usable life, a lower point to move to is required. NR will work to find that solution and report back to the forum. Simon Tarrant from GBC enquired of there is there a culvert nearby that could be linked info from the crates? Option to investigate track flows but will depend on levels. NR will look into this.</p>		

<p><i>NB: SWR responsible for maintenance and NR responsible for infrastructure.</i></p> <p>David Wilby (SWR) advised as this is not a staffed station he will be our primary point of contact. There is much history to the site. Culvert was taken out and cleaned but no more info available to him at this time. Work was done to mitigate the impact of flooding previously at the station. No issues are being reported into them, so they were not aware it was still an issue. He noted the typography of site is poor as it is the low point as the entrance to the station.</p> <p>Residents commented that the soakaway is huge in the stony area in the car park, this made a big difference but moved the problem closer to the station entrance. They also noted that the water table is very high in Normandy, so when we have heavy rain there is no natural drainage</p> <p>21/04/23 No update from Network Rail nor South West Railway to date and no representation today. It hasn't been impassable recently but still floods, it was suggestion at the meeting that if the road hump wasn't there the area would drain better. NPC will monitor with photos and chase for responses from SWR and NR and to check if the drainage pipes are clear. SWR to have another look at the soakaway.</p>	Network Rail / SWR	Increased maintenance of soakaway
(b) Beech Lane - Pipe under the Railway		
Closed		
(c) Glaziers Lane - area by Poplars		
<p>2/12/22 There has been an ongoing issue with sewage flooding local properties, Thames Water had been involved and undertook major works in December 2019. However, this continues to be an issue. The initial issue for the houses was previously resolved, as residents put on non-return valves the problem has been pushed up the hill and other houses got flooded. Thames Water dug the road up again and put a non-return valve in the middle of the road. Thames Water are reported by residents to be reluctant to put in an additional pipe to relieve the existing pipe. More houses are being planned in Glaziers Lane, planning permission being granted for 28 houses and another application for another 8 houses is in progress. This is going to exasperate the matter.</p> <p>This is foul sewer and rain water. The pipes are standard for foul water, it is the rain water that is causing the issue. Hard copy photos have been provided by one of the residents affected and was in attendance at the flood forum.</p>	Thames Water	

Update from resident:

Glaziers Lane outside the properties of Nos 43, 45, and 47 Glaziers Lane frequently floods across the whole width of the road and particularly on the footpath side. This section is approximately 50 metres long and pedestrians and people with pushchairs or walking difficulties can frequently get drenched by vehicles driving through this surface water.

There are two sources of this surface water:

- 1) The Thames Water manhole in the centre of the Glaziers Lane which regularly surcharges when there is significant rainfall. Thames water would not put in another pipe.*
- 2) Rain fall and water from the road surface. Some of this water may enter the gullies but some of it by-passes them particularly during the autumn when there is leaf fall blocking them.*

As there very little camber in the cross section of the road the water spreads across instead of to the kerb edge and gullies.

Jonathan Lord escalated to Sarah Bentley CEO from Thames Water –and will explain the history.

Resident stated foul sewage in the road is not acceptable – being splashed onto dogs, buggies, cars, pedestrians etc. This is a public health hazard.

New houses at Elm Grove Centre– an email from Jonathan Lord will be sent to SCC & GBC to address the new houses being added to the current system.

There is a big leaf fall higher up the road blocking drains, gully boxes need clearing more regularly. There is little camber on the road, Simon Tarrant to get the road swept by GBC

Highways – a request is to be sent to Patrick Giles SCC to consider the option of additional gullies

Jonathan is encouraging residents to report individually too, to back up the reports. Parish Council will share via social media.

21/04/23

Manhole still surcharges whenever there is heavy rain, the problem is not fully resolved. Storage tanks were put in to hold the water. Sewer from Westwood Lane to Glaziers Lane silted up, this was desilted in 1997 but not be aware of this being done again since. Thames Water will ensure that it is desilted, and the forum requested that this is done annually.

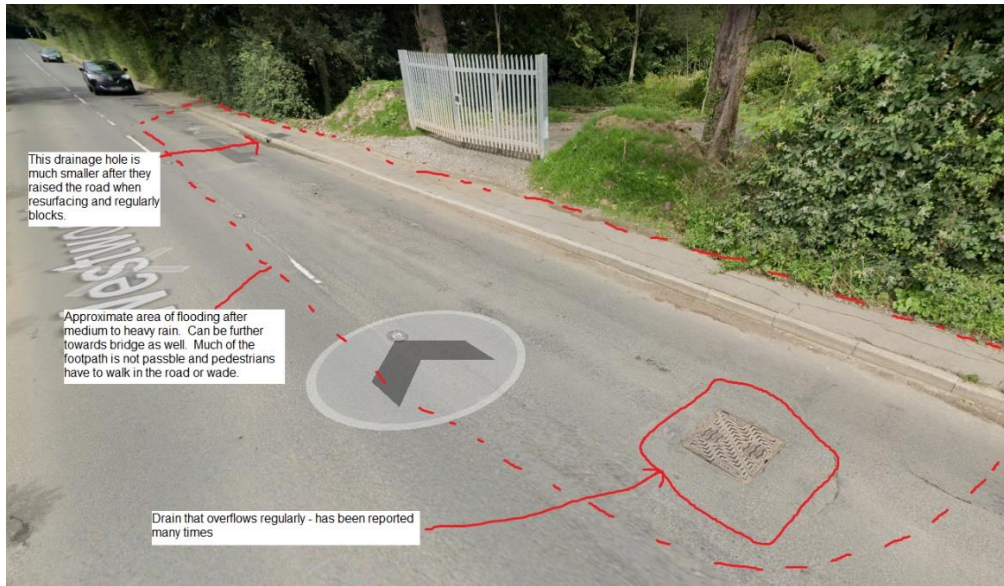
The surging is often a foot deep of sewage water which pedestrians have to walk through.

<p>All calls are to go through the call centre – residents reported being unhappy that they always try to report but no action is received from Thames Water. Thames Water agree there is an issue with reporting.</p> <p>Jonathan has written to the CEO of Thames Water. The planning report suggests the additional houses are looking to tap into the current system. SCC plan for surface water plus 70% on top for anything unforeseen. TW advised they don't have any say in the matter and they are obliged to allow the developers to attach to the existing drainage. The planning document didn't say where the sewer was to be taken out from but improved surface water drainage would potentially lead to less pressure on the sewer system. Nicky, we will seek to address this.</p> <p>Jason Lewis – Highway; emailed to advise gullies cleaned 6 monthly. He suggested, more gullies may not be the solution as it's the capacity and discharge at time which is the restricting factor. Highways to look at that issue.</p> <p>Environment Agency will speak to Environment Management Team and will bring the reports to the next meeting.</p>	<p>Gary Izat Nicky Hines</p> <p>Jason Lewis</p> <p>Janice Longman</p>	
(d) Glaziers Lane – area by Heritage Cottages		
<p>2/12/22 Significant work done here in summer by water company to fix broken sewer and sink hole. No issues reported since this time to NPC so this may have solved the problem.</p> <p>All in agreement to close this matter, but to monitor the issue and re-open if there does continue to be a problem in the area.</p> <p>21/04/23 NFA</p>		
(e) Glaziers Lane – north of railway bridge - Surrey Highways Reference: 1697820		
<p>2/12/22 As a result of the new pavement put in a few years ago, all the water runs off from the bridge down runs into the driveway of property 168. This is thought likely due to no gullies being built into the new pavement.</p> <p>The resident reports to have had years of correspondence with Surrey Highways who accepted an issue exists and proposed to take remedial action over two winters ago. There has been no action to date.</p>		<p>Residents should be encouraged to report this to Highway issue - What is the</p>

  		<p>issue? - Surrey County Council (surreycc.gov.uk)</p> <p>Resident to email flooding.enquiries@surreycc.gov.uk</p>
<p>1/4/23 Jason Lewis, SCC Highway Maintenance Officer will be chasing this up. Amanda NPC to send videos to Jason GBC and copy to Patrick SCC. The ditch could possibly be cleared which is covered over.</p> <p>Jason advised this should be concluded presently. Andrew will follow up with the resident</p>	Jason Lewis	
<p>(f) Westwood Lane – north side of railway bridge</p>		
<p>Regularly flooding across road and pavement after medium to heavy rain.</p> <p>20.10.22 One day after heavy rain, after a few days of rain the puddle was over 10m long causing pedestrians to walk in the road as the footpath underwater.</p>	 	

The drain in road bubbles up adding to problem.

Jason Lewis (Highways Officer SCC) advised a pipe was replaced earlier in 2022 and believed the problem to be solved. Last week the inlet was blocked but rodded clear all gone. He will monitor.



21/04/23

Jason Lewis (Highways Officer SCC) advised the kerb inlet is working fine now- but there is the sewer cover surcharge issue. Thames Water will have a look at the issue and report back

Gary Izat
Nicky Hines

(g) Guildford Road – start of Normandy from Aldershot Road

2/12/22 After heavy rain this area puddles significantly, with water flowing across the breadth of the road and flash flooding. Puddles remain for 1-2 days after. Jason advises - This is a new one and that possibly utility works may have compromised the area. He will look into the matter in the new year.

21/04/23

Jason SCC will need to carry out further investigations as this possibly crosses the road and runs round the inside of the bend then under the bus stop and into the stream. He will investigate and confirm.

Jason Lewis

<p>There is no evidence of any eels living down stream of where the sewage enters the watercourse. Environment agency to investigate.</p> <p>New Issue number 3:</p> <p>Residents in Christmas Pie Avenue reported the garden was very wet, even in the summer heat the garden didn't dry out. A pipe was apparently laid a decade ago to alleviate water flow from the Hogs Back. How often are the culverts cleared?</p> <p>Simon Tarrant (GBC) explained that these culverts are privately owned and under riparian ownership it is down to the landowner.</p> <p>New Issue number 4:</p> <p>Top of Christmas Pie Avenue there is a drain that lifts. NPC will investigate further.</p> <p>New Issue number 5:</p> <p>Flooding emails at SCC not being responded to. SCC will send Amanda a leaflet to share with residents.</p>	<p>Amanda Pick</p> <p>Andy Treasure</p>	
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