

Annex 1

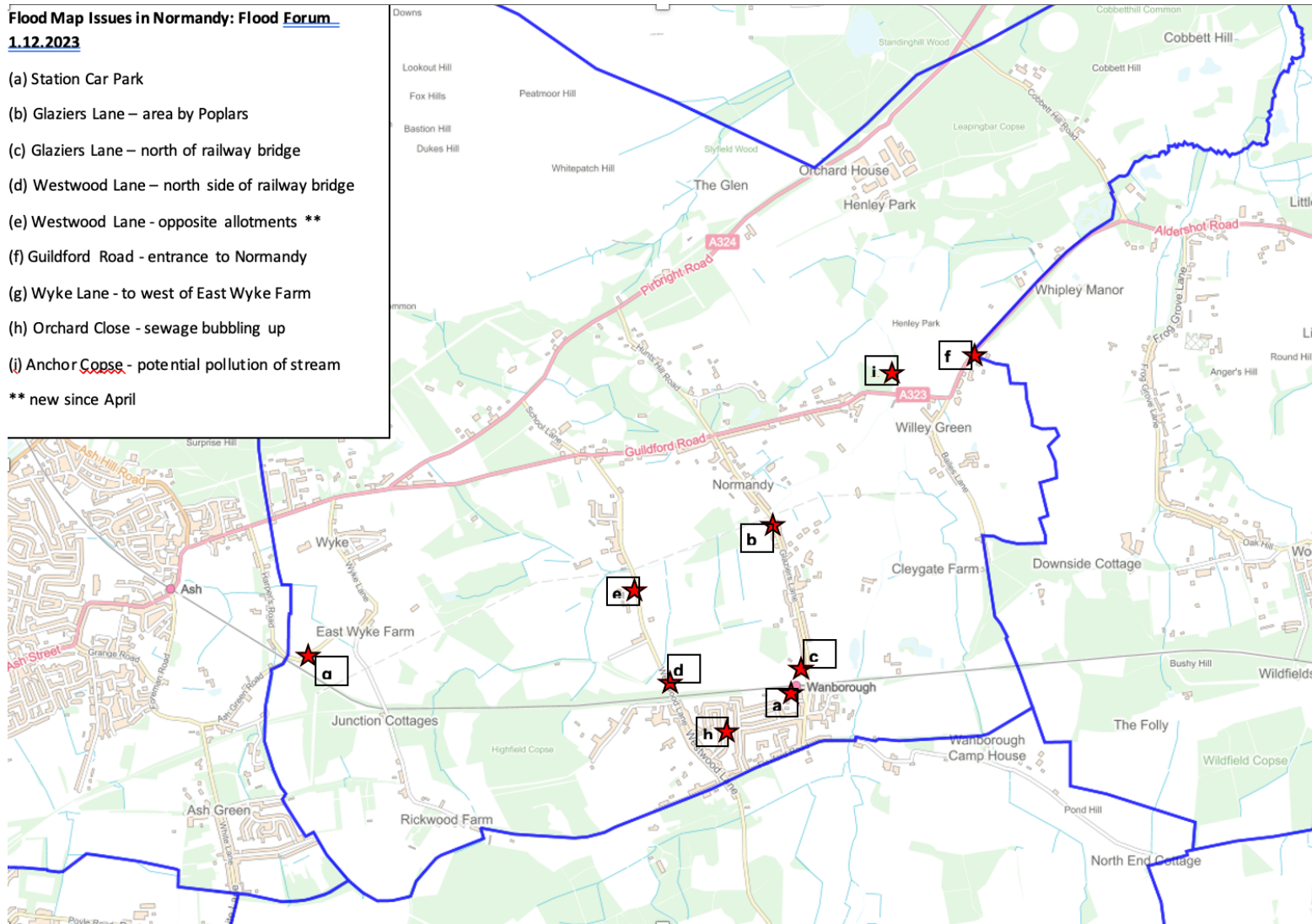
Normandy Flood Forum Action Plan



01 December 2023

Flood Map Issues in Normandy: Flood Forum 1.12.2023

- (a) Station Car Park
- (b) Glaziers Lane – area by Poplars
- (c) Glaziers Lane – north of railway bridge
- (d) Westwood Lane – north side of railway bridge
- (e) Westwood Lane - opposite allotments **
- (f) Guildford Road - entrance to Normandy
- (g) Wyke Lane - to west of East Wyke Farm
- (h) Orchard Close - sewage bubbling up
- (i) Anchor Copse - potential pollution of stream

** new since April



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="107 501 651 1230">  </div> <div data-bbox="736 679 1464 1230">  </div> <p data-bbox="98 1236 1630 1412">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 topography 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 suggested 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> <p>01/12/23 – No response from SWR/Network Rail on this matter</p>	<p>Network Rail / SWR</p> <p>NPC/ Network Rail/SWR</p>	<p>Increased maintenance of soakaway</p> <p>Clerk at NPC to chase</p>
<p>(b) Glaziers Lane - area by Poplars</p>		
<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>	<p>Thames Water</p>	


<p>Update from resident:</p> <p><i>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.</i></p> <p><i>There are two sources of this surface water:</i></p> <ol style="list-style-type: none"> <i>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.</i> <i>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.</i> <p><i>As there very little camber in the cross section of the road the water spreads across instead of to the kerb edge and gullies.</i></p> <p>Jonathan Lord escalated to Sarah Bentley CEO from Thames Water –and will explain the history.</p> <p>Resident stated foul sewage in the road is not acceptable – being splashed onto dogs, buggies, cars, pedestrians etc. This is a public health hazard.</p> <p>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.</p> <p>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</p> <p>Highways – a request is to be sent to Patrick Giles SCC to consider the option of additional gullies</p> <p>Jonathan is encouraging residents to report individually too, to back up the reports. Parish Council will share via social media.</p> <p>21/04/23</p> <p>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.</p> <p>The surging is often a foot deep of sewage water which pedestrians have to walk through.</p>		
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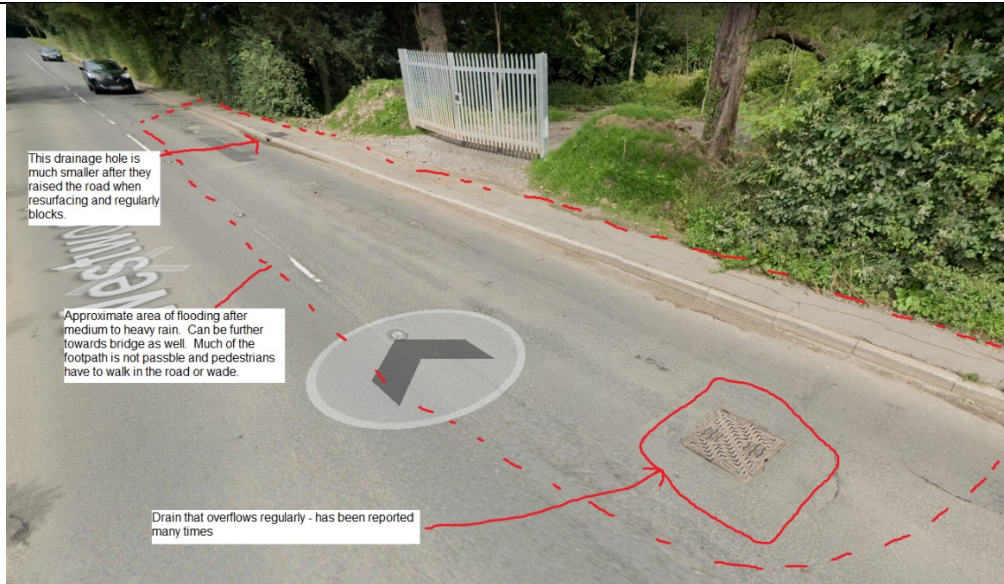
<p>All calls are to go through the call centre – residents reported being unhappy that they always try to report but no action is received from Thames Water. Thames Water agree there is an issue with reporting.</p> <p>Jonathan has written to the CEO of Thames Water. The planning report suggests the additional 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>18/06/23 – email from resident to Jonathan Lord</p> <p><i>"The TW Engineers arrived at the location at around 10.30pm in the evening.</i></p> <p><i>I spoke to the the Engineer in charge and after some discussion and perusal of their maps we concluded that his instructions were to camera survey the new sewer pipe that only serves the 8 houses connected to it and as far as I am aware, there aren't any problems with this system.</i></p> <p><i>I informed him that it was the TW manhole outside No 45 which is connected to the old existing 150mm sewer pipe that surcharged with contaminated sewer water across the road when there was continuous rain.</i></p> <p><i>We agreed that his job instructions were only to survey the new system and not the old existing system and he would report this back. Hopefully new instructions will be issued"</i></p> <p><i>01/12/23 – Thames water advised that the desilting was done and there was no defects – Thames Water has put it on a maintenance schedule and we will receive an update when it will be scheduled. A plan will be created once the problem has been monitored.</i></p> <p><i>Resident claimed that the storms created more surcharging/flooding, so it is still issue and the work being done hasn't really helped.</i></p>	<p>Gary Izat Nicky Hines</p> <p>Jason Lewis</p> <p>Janice Longman</p> <p>Alice Keeping and Sedgric Tyrson</p> <p>NPC</p>	<p>To follow up on residents issues</p> <p>NPC to pass emails from resident</p>
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<p><i>Reports can be made online as well as on the phone</i></p> <p><i>Residents were asked to forward the details of their issue which the clerk will forward on to Alice and Sedgric</i></p> <p><i>Thames Water will conduct site visit and will invite residents along.</i></p>	<p>Alice Keeping</p> <p>NPC</p>	<p>To forward emails</p>
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(c) 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> <div data-bbox="107 724 423 1147" data-label="Image"> </div> <div data-bbox="499 716 822 1149" data-label="Image"> </div> <div data-bbox="887 708 1411 1149" data-label="Image"> </div> <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> <p>01/12/23 – Resident was advised in April 23 that a gully would be dug to drain the water away in Summer 23 – this has not happened and no update has been received.</p>	<p>Residents should be encouraged to report this to Highway issue - What is the issue? - Surrey County Council (surreycc.gov.uk)</p> <p>Resident to email flooding.enquiries@surreycc.gov.uk</p> <p>Jason Lewis</p>
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No flooding during storm Kieran – Amanada to ask resident to send details		
(d) Westwood Lane – north side of railway bridge		
<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>  <p>The drain in road bubbles up adding to problem.</p> <p>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.</p>		



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

Image updated from in November 2023




Gary Izat
Nicky Hines

Thames
Water

Alice Keeping
Sedgic Tyrson

<p>01/12/23 – Resident is still having issues with rain water surcharging in their back garden – Thames Water were asked to provide an update.</p> <p>Thames Water told the residents to keep reporting and make the parish council aware. Residents are frustrated with the reporting process – Thames water asked the residents for details and case numbers from past concerns – NPC to forward on the emails to Alice so they can build a case.</p> <p>Onsite meeting for thames water to go to westwood alne and glaziers lane with NPC</p> <p>Jason Highways said that they are waiting for capital funding – Keith said that there is no timescale for this.</p>	Clerk	to find out what Jason is getting funding for
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(e) Westwood Lane – Opposite allotments

 <p>Half of the road under water – flooding from the field.</p> <p>Drainage from the field not from a physical drain.</p>	Clerk	To monitor
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(F) Guildford Road – start of Normandy from Aldershot Road

<p>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.</p> <p>21/04/23</p> <p>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.</p> <p>01/12/23 – update from Jason at Highways - awaiting capital funding.</p>	Jason Lewis	
(g) Wyke Lane – to west of East Wyke Farm		
<p>02/12/22 This is regularly flooded, the location is Wyke Lane as you go towards the railway bridge from Wyke Farm. There is surface water there on the side (half to 1m of the road-way) for much of the winter and it is over half way across the road after heavy rain. The parish council are not aware if this has been reported into SCC but there have reportedly been SCC ‘road flooded’ signs put up at times.</p> <p>Jason advised this requires a new crossing as the road is wider and looks like there was a ditch which has filled in, this will be on the capital list for next year.</p> <p>21/04/23</p> <p>Jason advised the ditching is to happen in the next cope of months and then SCC can evaluate the possibility to cross link to system on the other side with respect to the budget.</p> <p>01/12/23 – Still and issue – NPC to follow up with Jason</p>	<p>Jason Lewis</p> <p>NPC Clerk</p>	<p>Add a new crossing</p> <p>Follow up with Jason (Highways)</p>
(h) Orchard Close		
<p>21/04/23 Sewage Surcharge in Orchard Close. Resident advised she has been denied a non-return valve twice, but neighbours have one. Sewage comes up from bottom of driveway and she is not able to have access to her garden. This affects approx. 6. properties. It has been reported to Thames Water and they send engineers but that isn’t what she needs. She requested a clean-up but had to struggle through Christmas with sewage from the drive. Jonathan Lord MP will write to Thames Water and major on the call centre issue as no manager called the resident as promised,</p>	<p>Jonathan Lord</p> <p>Gary Izat</p>	

<p>it seems the info is not getting to the right people at TW. Gary will survey the drains next week and report back.</p> <p>01/12/23 – The resident said that there have been 3 surcharges since - engineer was sent but the road drains were checked, not theirs – was asked to send over their reference numbers – Sedgric will be doing investigations so he can build a better picture of the issue</p> <p>Guy to send Thames water the area manager's email for network rail</p> <p>Flooding.enquiries@sureeycc.gov.uk</p>	<p>Alice Keeping Sedgric Tyrson</p>	<p>To follow up with the resident</p>
<p>(i)Anchor Copse</p>		
<p>21/04/23 - To the rear of Anchor Copse there has been destruction of wild woodland and a possible failure to monitor ditches and brooks. The streams between Normandy and Henley Park are clogged with dead wood. The wildlife in the water are affected by stagnation behind these blockages. The surface water is not held by the vegetation but simply runs off. There is evidence of freshwater eels in the brook under the footpath style opposite the motorbike shop. There is no evidence of any eels living down stream of where the sewage enters the watercourse. Environment agency to investigate.</p> <p>01/12/23 – no reports of sewage</p> <p>Amanda to follow up with resident to find out how they reported this and find out more details.</p>	<p>Janice Longman</p> <p>NPC Clerk</p>	<p>Email Resident</p>
<p>21/04/23</p> <p>Matters reported by residents at the meeting:</p> <p>Top of Christmas Pie Avenue there is a drain that lifts. NPC will investigate further.</p> <p>01/12-23 – no flooding has been noticed since</p> <p>Flooding emails at SCC not being responded to. SCC will send Amanda a leaflet to share with residents.</p> <p>01/12/23 – leaflet has been sent to residents - SCC has no wrong door policy and will email all residents back whether they are the right team/company or not. Amanda to reply to residents to confirm email address</p>		

<p>New matters to discuss at the meeting on 01/12/23</p> <p>Elm Hill Flooding – large puddle on 40 road -</p> <p>Amanda to send ref number to SCC (Jason)</p> <p>Pirbright Road (near Capel cottage) – recently had some pipe laid under the road to control the water from the stream and help its cross to the field across the road, however following the recent rain the water is flowing into the road again.</p> <p>Amanda to email reference to SCC (Jason)</p> <p>Next meeting 12th April 2024 – NVH – 1.30pm</p>	<p>NPC Clerk</p> <p>NPC Clerk</p>	<p>To forwards reference number to SCC</p> <p>To forward reference number to SCC</p>