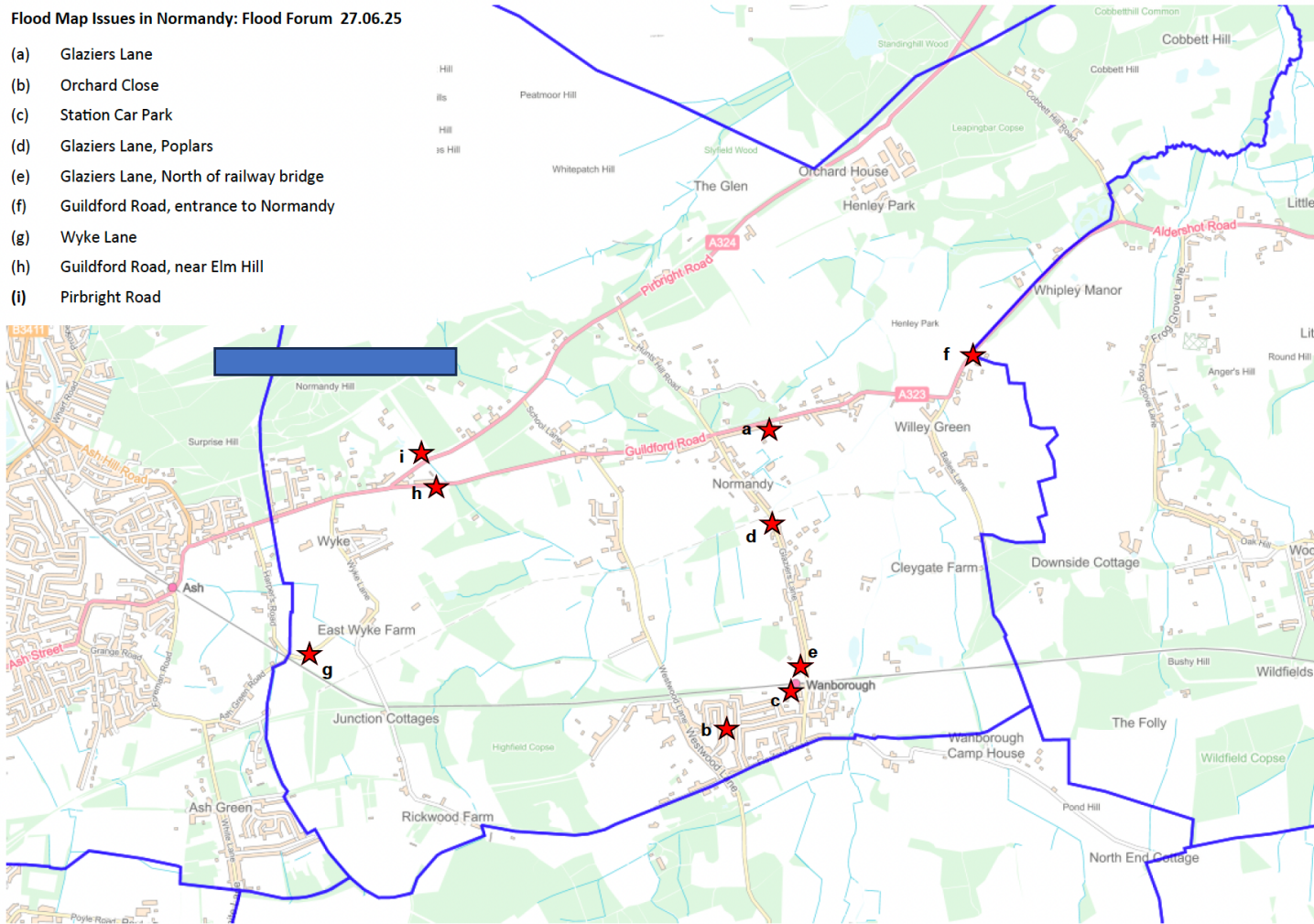


# Annex 1 Normandy Flood Forum Action Plan

27 June 2025



## Flood Map Issues in Normandy: Flood Forum 27.06.25

- (a) Glaziers Lane
- (b) Orchard Close
- (c) Station Car Park
- (d) Glaziers Lane, Poplars
- (e) Glaziers Lane, North of railway bridge
- (f) Guildford Road, entrance to Normandy
- (g) Wyke Lane
- (h) Guildford Road, near Elm Hill
- (i) Pirbright Road



Area of concern	By whom	Action required
<p><b>(a) Guildford Road</b></p> <p>Culvert and Stream overflowing and flooding into driveways very close to the house (has flooded into the house before)</p> <p>13/04/24 – Jason Lewis reported that no flooding has</p> <p>Resident has had a meeting with SCC, GBC and Highways and they will be conducting investigations and in the next 6 months will make recommendations to move forward. They looked at stream and the road – all was functioning well and all was flowing as well as it should be. The storm was greater than the drain could accept. The investigation will look at all drains to make sure that they are not impeded.</p> <p>All options are being looked at for example making the steam bigger or some sort of water storage.</p> <p>Residents and NPC were advised to report all pinch points to all agencies</p> <p>There is a pond that is behind the houses that needs to be cleared – this could be something that can be given to conservation group to help to clear. NPC need to make sure that streams are cleared.</p> <p>GBC will check the levels and where they should be</p> <p>Jonathan Lord suggested that NPC should set up a group of residents and cllrs to discuss flooding matters more regulary.</p> <p>10/01/25 – work will be started in the next couple weeks – traffic management needs to be sorted.</p> <p>Resident gave an update about the flooding and have been flooded a number of times over the past couple of months and had to call the fire brigade out twice to help pump the water out. SCC said the drains will be cleared as some debris that was found and further investigations were being done.</p> <p>The Parish Council will be clearing the balancing pond. NPC will keep in touch with the residents, GBC and Surrey CC</p> <p>27/06/25 The pipework is going to be re jetted and a camera will be put down the pipe. There may be some pipes have more roots growing in them. Update from Surrey CC The first survey showed a service pipe impeding the top of the</p>	<p>GBC SCC and Highways</p> <p>NPC</p> <p>NPC</p>	<p>Further ongoing investigation</p> <p>To follow up with residents and arrange further meetings</p> <p>To maintain regular contact and monitor</p>

<p>culvert creating approximately a 10% reduction in flow capacity. This was deemed to be of such a nature not to create any restriction to the flow. It was also found that the discharge from this culvert into the main watercourse required maintenance this was completed at the time. The grip which facilitates this final discharge has now been cleared to ensure the flow. We are monitoring but now view this issue as resolved. The residents will monitor the situation.</p>		
<p><b>(b) Orchard Close</b></p>		
<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, 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><a href="mailto:Flooding.enquiries@surreycc.gov.uk">Flooding.enquiries@surreycc.gov.uk</a></p> <p>13/04/24 – a further clean was requested which found there was no issues but was some hydrolic issues. As the cleans happen they will go into Orchard close and Christmas pie.</p> <p>Resident mentioned a surcharge had happened and reported and cleaned up herself. TW has said that they shouldn't be cleaning it up, but TW did not do a sufficient job. TW will raise this with management team.</p> <p>TW to send a Fact sheet to NPC to explain drainage etc</p> <p>10/01/25 There have been further flooding issues. Residents attended the meeting, but due to no representatives from Thames Water or Surrey County Council, there was no further update on this matter. NPC will follow up with Surrey and Thames Water. MP AI to speak to Thames Water about this matter when he meets with them. Residents</p>	<p>Jonathan Lord</p> <p>Gary Izat</p> <p>Alice Keeping Sedgric Tyrson</p> <p>TW</p> <p>Alice Keeping TW</p> <p>Sedgric Tyrson</p> <p>Alice Keeping</p> <p>Andy</p> <p>NPC</p>	<p>To follow up with the resident</p> <p>To raise this internally.</p> <p>To keep NPC updated</p> <p>Fact Sheet</p> <p>Get and update</p> <p>Email for updates</p>

<p>that have attended have continued to report any flooding.</p> <p>27/06/25 Residents reported that they have received some compensation from Thames water and that they have taken on board the issues caused by the sewage and have said that they resident should not be dealing with the sewage it should be private teams that should be sorting out these issues. Residents were asked to send their correspondence to NPC, both will continue to monitor the case.</p>	<p>NPC &amp; Residents</p>	<p>Keep in touch</p>
<p><b>(c) Station Car Park</b></p> <p>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 style="display: flex; justify-content: space-around;">   </div>		

<p>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 into 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 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> <p>01/12/23 – No response from SWR/Network Rail on this matter</p> <p>13/04/24 – Jonathan Lord wrote to SWR and Network Rail and the response he received from NR - sorry to hear about the flooding, the drainage and soakaway is the responsibility of SWR. NR are continuing to review the drainage and if required will make arrangements</p> <p>SW – are working to address the issue and told us that the drains they have been cleaned (no date given)</p> <p>Jonathan will ask further questions and invite the contacts to the next meeting.</p>	<p>Network Rail / SWR</p> <p>NPC/ Network Rail/SWR</p> <p>Jonathan Lord</p>	<p>Increased maintenance of soakaway</p> <p>Clerk at NPC to chase</p> <p>To email again resending the photos asking for a more thorough response.</p>
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<p>10/-1/25 No representation or update from SWR and NW. Al Pinkerton will be taking this problem to a meeting he has with them.</p> <p>27/06/25 – No representation from SWR - Al to pick this up again.</p>	<p>Al Pinkerton</p>	<p>To discuss flood issue affecting the station access.</p>
<p><b>(d) Glaziers Lane - area by Poplars</b></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>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"> <li><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></li> <li><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></li> </ol> <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>Thames Water</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 &amp; 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  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.  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>Gary Izat Nicky Hines</p> <p>Jason Lewis</p> <p>Janice Longman</p>	
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<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><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><i>13/04/24 – Thames water arranged site visit in Jan – work is ongoing between Guildford and Glaziers lane and work has been done on the lines, but no improvement seen, so further investigation work needed. Further lines will be cleaned including Westwood lane. Roots and tree debris seems to be the issue. A survey will then be conducted to find out if further investment is needed.</i></p> <p><i>A Westwood Lane Resident raised a concern that they received a letter from TW but the work happened elsewhere – Alice and Sedgric to find out about what had happened.</i></p>	<p>Alice Keeping and Sedgric Tyrson</p> <p>NPC Alice Keeping</p> <p>NPC</p> <p>Sedgric Tyrson</p> <p>Sedgric Tyrson/Alice Keeping</p>	<p>To follow up on residents issues</p> <p>NPC to pass emails from resident</p> <p>To forward emails</p> <p>Ongoing</p>
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<p>10/01/25 – There were no updates regarding this issue. NPC Assistant Clerk to get in touch with Alice at Thames Water to find out what the updates are.</p> <p>27/06/25 SCC highways cleared gully's and found no issues but water is still surcharging from the drains.  Update from Thames Water - Since the last meeting I was able to attend surveys have continued to chase restriction and hydraulic issues in the line and so far over 4000m of cleans and surveys have gone ahead. This has lead us to the main feed line the goes to Hockford Sewer treatment works. This feed line converges with other lines from Fairlands and Woodbridge Hill. This is causing competition of flow going into the treatment works during heavy rains and peak periods.  I am currently working with our Internal teams and the treatment works to find best solution to resolve the hydraulic issue caused by development and growth in the local area.</p>	<p>NPC</p> <p>Thames water</p>	<p>Email Thames Water for an Update</p> <p>Keep updated</p>
<p><b>(e) Glaziers Lane – north of railway bridge - Surrey Highways Reference: 1697820</b></p>		
<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="107 890 423 1315" data-label="Image"> </div> <div data-bbox="501 882 824 1315" data-label="Image"> </div> <div data-bbox="887 874 1417 1315" 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>Residents should be encouraged to report this to <a href="#">Highway issue - What is the issue? - Surrey County Council (surreycc.gov.uk)</a></p> <p>Resident to email <a href="mailto:flooding.enquiries@surreycc.gov.uk">flooding.enquiries@surreycc.gov.uk</a></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. No flooding during storm Kieran – Amanada to ask resident to send details</p> <p>13/04/24 Surrey CC confirmed this is in the financial budget for this year - likely to be done in summer</p> <p>10/01/25 – This location was part of the update from Cllr Witham, but no further information was given. At present there are workmen in the same location, but it was unknown what this was for. NPC to check with GBC/SCC to find out</p> <p>27/06/25 – This is now resolved</p>	<p>Jason Lewis</p> <p>Jason Lewis</p> <p>Briony, Guy, Andy</p>	<p>To provide an update at the next meeting</p> <p>Emails To find out if work has been completed</p>
<p><b>(F) Guildford Road – start of Normandy from Aldershot Road</b></p>		
<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 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> <p>13/04/24 – on the list to go to the contractor to investigate. Jason to update us further on this</p> <p>10/01/25 – no progress update – NPC to chase Jason and Andy</p> <p>27/06/25 – update from SCC - work was completed cleaning the system here, we are in contact with the landowner responsible for ditching which needs doing. There is no timeframe for the work to be carried out.</p>	<p>Jason Lewis</p> <p>Jason Lewis</p> <p>NPC/ Jason Lewis</p> <p>SCC</p>	<p>Surrey Highways</p> <p>Follow up for a progress update</p> <p>Progress update next meeting</p>
<p><b>(g) Wyke Lane – to west of East Wyke Farm</b></p>		

<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>13/04/24 – this is on a wish list and is funding dependant – Further update required</p> <p>10/01/2025 No Further update – NPC to follow up</p> <p>27/06/25 the landowner has dug out their ditches at this location which will allow the water to flow away now. Some follow up work required by SCC Highways, but not high priority as issue is now resolved. Work has been done with residents also.</p>	<p>Jason Lewis</p> <p>NPC Clerk</p> <p>Jason Lewis</p> <p>NPC Clerk</p> <p>SCC</p>	<p>Add a new crossing</p> <p>Follow up with Jason (Highways)</p> <p>Follow up with Highways</p> <p>Monitor</p>
<p><b>(h) Elm Hill</b></p> <p>Elm Hill Flooding – large puddle on 40 road -</p> <p>Amanda to send ref number to SCC (Jason)</p> <p>13/04/24 – Jason Lewis replied - this will be jetted – may require land owners to dig ditches Resident went to look at surrounding steams and it was blocked so he cleared it. Resident also said he would try and get in contact with the other land owner.</p> <p>Assistant Clerk and Cllr Chillman to help talk to residents about cleaning steams on their land</p>	<p>NPC Clerk Jason</p> <p>Assistant Clerk and Cllr Chillman</p>	<p>To forwards reference number to SCC</p>



## Other Business

- Mariners drive – SCC highways are working with the residents around clearing the ditches as there has been an issue with flooding on other properties. Update from SCC - Drainage investigation works have been done and manhole repair is scheduled. It is not in the carriageway or footway so not urgent.

The other locations where work has taken place by Surrey County Council were:

- Westwood Lane – jetting of main surface water carrier and drainage investigation.
- Pirbright Road – root cutting main carrier and excavations to repair pipework damaged by utility companies.
- Cobbett Hill Road – ditch maintenance by SCC Land and Property, drainage investigation on the Aldershot Road junction.
- Wyke Lane – gully reconstruction/rebuild.
- Guildford Road (Willey Green end) – drainage investigation and main line clearance.
- Guildford Road (near Mariners Drive) - drainage investigation works, manhole repair is scheduled. It is not in the carriageway or footway so not urgent.