

# Notice of Meeting

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## **Extraordinary Meeting Overview and Scrutiny Management Commission**

**Thursday, 11 September, 2014 at 1.30pm**  
in Council Chamber Council Offices  
Market Street Newbury

Date of despatch of Agenda: Thursday 4 September 2014

For further information about this Agenda, or to inspect any background documents referred to in Part I reports, please contact David Lowe / Charlene Myers / Elaine Walker on (01635) 519817 / 519695 / 5194

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Further information and Minutes are also available on the Council's website at [www.westberks.gov.uk](http://www.westberks.gov.uk)



**Agenda - Overview and Scrutiny Management Commission to be held on Thursday, 11 September 2014 (continued)**

- To:** Councillors Brian Bedwell (Chairman), Jeff Brooks (Vice-Chairman), Sheila Ellison, Dave Goff, Roger Hunneman, Mike Johnston, Alan Macro, Garth Simpson, Virginia von Celsing, Quentin Webb, Emma Webster and Laszlo Zverko
- Substitutes:** Councillors Peter Argyle, Paul Bryant, George Chandler, Gwen Mason, Tim Metcalfe, David Rendel, Julian Swift-Hook and Keith Woodhams

# Agenda

## Part I

Page No.

- 1. Apologies for Absence**  
To receive apologies for inability to attend the meeting (if any),
- 2. Declarations of Interest**  
To remind Members of the need to record the existence and nature of any Personal, Disclosable Pecuniary or other interests in items on the agenda, in accordance with the Members' [Code of Conduct](#).
- 3. Severe Winter Weather 2013/2014** 1 - 76  
*Purpose: To undertake a review into the effects of severe weather that affected residents in West Berkshire during the winter of 2013/2014 and the response provided by communities.*

Andy Day  
Head of Strategic Support

If you require this information in a different format or translation, please contact Moira Fraser on telephone (01635) 519045.

# Agenda Item 3.

<b>Title of Report:</b>	Severe weather, winter 2013/14
<b>Report to be considered by:</b>	Overview and Scrutiny Management Commission
<b>Date of Meeting:</b>	11 September 2014

**Purpose of Report:** To introduce to the Overview and Scrutiny Management Commission the process to be followed for its continuing review into the severe weather events of the winter of 2013/14.

**Recommended Action:** It is recommended that the Overview and Scrutiny Management Commission continues to examine the effect on and response to the severe winter weather events of the winter of 2013/14 by communities, in order to identify recommendations for consideration by the Executive.

**Key background documentation:** Winter Floods & Storms 2013/2014 Debrief Report

Resource Management Select Committee Chairman	
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# Executive Report

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## 1. Introduction

- 1.1 At its meeting of 25 February 2014 the Overview and Scrutiny Management Commission (OSMC) agreed to carry out a review into the severe weather events experienced in West Berkshire over the winter of 2013/14.
- 1.2 This report reminds the members of the Commission of the Terms of Reference and methodology subsequently agreed by the Commission on 1 July 2014, sets out the broad review schedule and provides specific detail for the consideration of how the weather affected, and the response that was made by, communities.

## 2. Terms of Reference

- 2.1 The Commission agreed that a review would be undertaken into the effects of and response to the severe weather that affected West Berkshire during the winter of 2013/2014, in order to ensure that the appropriate lessons are learnt and measures put in place to mitigate the effect of future severe weather events. In particular the review will seek to
- (1) Understand what happened and why
  - (2) Determine whether the plans in place prior to the flooding were effective
  - (3) Identify the lessons that should be learnt
  - (4) Assess the future severe weather risks to the District and the extent to which they might be managed
  - (5) Report to the Executive and others with recommendations as appropriate.

## 3. Methodology

- 3.1 The review is being undertaken by the full Commission over the course of a series of public meetings. In outline, the meetings have been structured as set out in the table below.

Date	Times	Meeting focus
1 September 2014	1100 – 1645	<ul style="list-style-type: none"><li>• Events overview</li><li>• Council response</li></ul>
5 September 2014	0900 – 1630	<ul style="list-style-type: none"><li>• Response by other agencies</li></ul>
11 September 2014	1330 – 1745	<ul style="list-style-type: none"><li>• Effect on and response by communities</li></ul>
15 September 2014	1400 – 1630	<ul style="list-style-type: none"><li>• Drawing conclusions</li></ul>
30 September 2014	1830 – 2030	<ul style="list-style-type: none"><li>• Sign off of recommendations</li></ul>

- 3.2 Recommendations identified by the Commission will be included as part of a wider and composite debrief report, a working draft of which was provided to the Commission at its meeting of 1 September 2014, for consideration by the Executive in due course.

#### 4. Conduct of the 11 September meeting

4.1 The meeting of 11 September is structured as shown in the table below.

Times	Topic	Witness(es)
13:30 – 15:00	<ul style="list-style-type: none"><li>• The community self-help model</li><li>• Public understanding</li><li>• Survey results</li></ul>	Carolyn Richardson – Civil Contingencies Manager Stuart Clark – Principal Engineer
15:00 – 15:15	Break	
15:15 – 16:30	<ul style="list-style-type: none"><li>• The impact on vulnerable people (Adult Social Care)</li></ul>	Tandra Forster – Head of Adult Social Care Stephen Stace – Adult Social Care, Service Manager
16:30 – 17:30	<ul style="list-style-type: none"><li>• Pang Valley Flood Forum case study</li></ul>	Brian Connorton Mark Richardson Kay Stacey

4.2 Briefs to support these items are available at Appendices A to E. As outlined in the table above, representatives will be in attendance at the meeting to provide amplification on these reports.

#### 5. Recommendation

5.1 It is recommended that the Overview and Scrutiny Management Commission continues to examine the effect on and response to the severe winter weather events of the winter of 2013/14 by communities, in order to identify recommendations for consideration by the Executive.

#### Appendices

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Appendix A	Residents Survey v1
Appendix B	Flood Wardens, Ward Members and Parish Council Survey v1
Appendix C	Business Survey v1
Appendix D	Adult Social Care submission
Appendix E	Lambourn Valley – resident feedback form

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## Residents Survey Report

The consultation questions were posed to respondents residents in West Berkshire in order to help identify potential areas for improvement in the way the Council responds to emergencies, to gauge how residents viewed the response of the Council and other agencies and to assess what residents did for themselves or their community this time and would consider doing in the future. A number of questions were set in order to determine these points. All the responses were inputted into the online survey either directly by responders or by officers on receipt of hard copies in the office.

A total of 229 residents completed the survey from a 65,000 homes therefore assuming one person responded per household 3.5% of households responded. Of those that responded to the survey the majority were in areas particularly affected by the floods. NB Columns c, d & e below from Civil Contingencies Team

Community (a)	No of responders (b)	Community Emergency Plan (C)	Flood Wardens (d)	No of Properties flooded 2013/14 (e)
Aldermaston	0	YES		1
Bagnor	2			
Bucklebury	6	YES	YES	
Burghfield Bridge	1			2
Calcot	1			
Compton	10		YES	3
East Garston	6		YES	9
East Ilsley	3		YES - DURING FLOODS	4
Eastbury	25		YES	7
Great Shefford	19	YES	YES	24
Hampstead Marshall	0			1
Hampstead Norreys	3		YES - DURING FLOODS	3
Lambourn	6		YES	11
Lower Denford	1			
Newbury - Northcroft	1		YES	
Newbury - Shaw	21			30
Newbury - Wash Common	1			
Newbury - Westfield	1			
Padworth	1			3
Pangbourne	5	YES	YES	3
Pingewood	2			3
Purley	14	YES	YES	28
Streatley	9			11
Sulham	2		YES	
Sulhampstead	2	DRAFT		
Thatcham	1		YES	
Theale/Sheffield Bottom	2	YES		3
Upper Lambourn	5		YES - DURING FLOODS	3

## Appendix A

Weston	1		
Winterbourne	1		YES 1
West Ilsley	41		YES - DURING FLOODS 3

The majority of responders 87.9% were owner occupiers with 10.1% being in private rented properties and only 2% being in shared ownership or social housing. This compares to the census figures of 70% owner occupiers, ~13.5% private rented and ~14% shared owner or social housing. The impact on the Council with respect to the response and recovery of those responding imply that they are more able to look after themselves where as the impact on the Council would be higher if more social housing properties were affected.

## 2. FINDINGS

The key findings from the survey are set out below. For ease of reference these have been arranged around the objectives the survey was seeking to achieve.

### To what extent were the residents affected by the flooding and know why they flooded?

1. Respondents were asked to confirm **what caused the flooding in their area** from a choice of options. They could choose more than one option.

Answer Options	%	No of responders
Don't know	2.6%	6
Groundwater (when the water table rises)	84.6%	193
River water (when the river bursts its banks)	50.4%	115
Surface water (when rainwater is unable to drain away)	55.3%	126
Sewage	32.0%	73
Other (please specify)	1.3%	3

The responses indicates that the flooding for some was a combination of more than one type of flooding.

The greatest number of responders reported that the cause of the flooding in their area was due to groundwater (84.6%) this is also reflected in the where the respondents come from in that 175 or the 229 responders (76%) are from areas known to be at risk of groundwater flooding.

The next highest response was in relation to surface water – rainwater unable to drain away (55.3%) which suggests that the drains/gulleys or other water systems such as rivers were unable to cope with the amount of water or were obstructed in some way thus restricting the flow.

River flooding was the third highest reported cause of flooding (50.4%). Since 3 of the rivers in the area are groundwater fed this no doubt contributed to the amount of river related flooding.

Sewage flooding was reported as the next most common cause of flooding (32%). This too is likely to be linked to the groundwater flooding situation since groundwater can infiltrate the sewer system which results in sewer flooding.

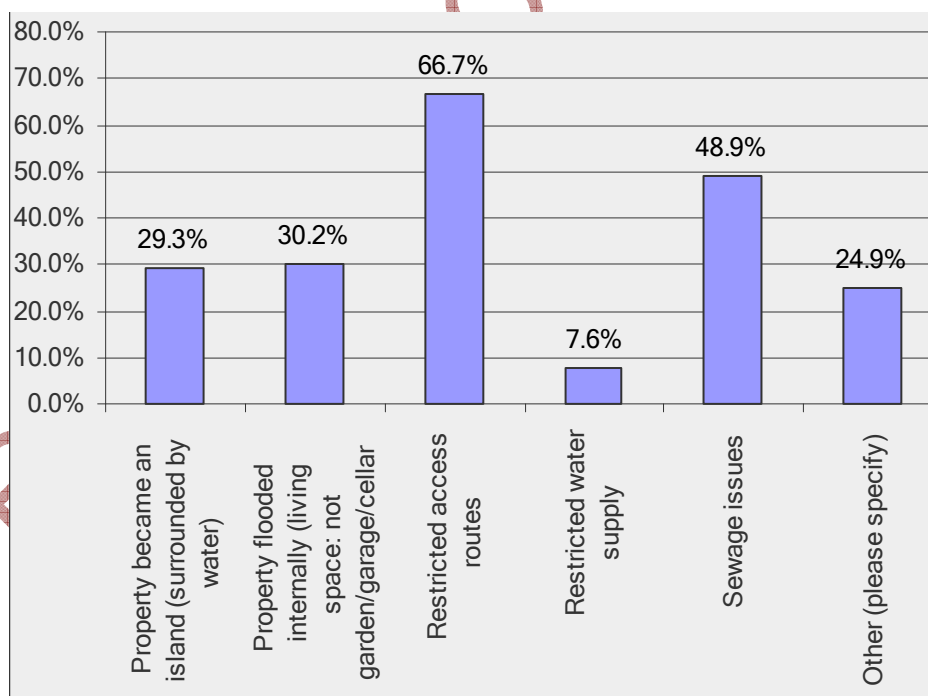


The results also show that the area was affected by different flooding types the knock of which to the Council and the residents is the different response and preparations necessary. Thus showing the complexity of flooding in West Berkshire and the apparent understanding of those affected.

**RESIDENTS Key Points/Comments 1:**

- Whilst groundwater was the highest reported cause of flooding in the area the knock on effect of groundwater flooding is other flooding, river and sewage in particular.
- Different types of flooding require different responses from agencies and different preparation for residents, particularly for property level protection.

2. On asked what the **effects of the flooding** was on the responders again a number of choices were provided with respondents able to choose more than one option.



The greatest number of the 225 respondents to this question, 67%, were affected by restricted access routes. In addition 29% of responders advised their properties became islands surrounded by water. This result indicated that even if a responded was not flooded internally the flooding around the properties or on roads does restrict access and therefore affect normal life. Consideration should be given to how access for communities could be improved.

Next was the impact of sewage (49%). This is not directly a Council related issue instead Thames Water are the sewage undertakers and therefore should review their systems to alleviate the problems. Where it can become a Council issue is if there is a Public health related outbreak or indeed properties cannot use their facilities and therefore become unfit of habitation under Housing legislation.

30% of responders flooded internally in their home the cause of this flooding may have been answered in Q1 above however the Flood & Water Management Act 2010, S19 reports being undertaken by Highways & Transport Service will provide more details on the causes and therefore the recommendations for flood alleviation.

Of the 24.9% providing details of other effects of the flooding raised included:

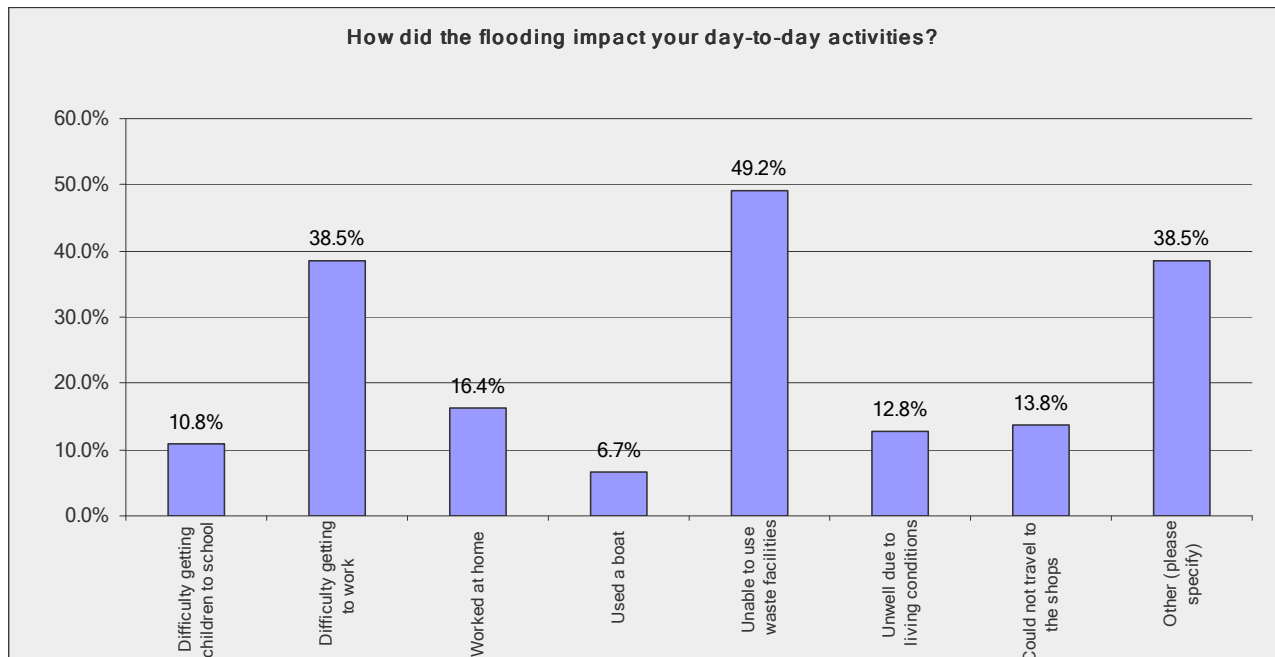
- Garden flooded (9)
- Flooding under the floors of properties but not in the 'living space' (7)
- Concerns about infection from contaminated water (2)
- Septic Tank issues in relation to private sewage disposal (1)
- Concerns about drinking water quality (1)

#### RESIDENTS Key Points/Comments 2:

- The effects of flooding can be complex depending on the type of flooding
- The Council should review the drains and gulleys it is responsible for in relation to areas where road closures/flooding was known to affect communities
- Thames Water should review the sewers in the areas affected by flooding in order to reduce the impact.
- Residents in flood risk areas should consider property level protection including the house and ancillary elements e.g. septic tanks.
- The Council should consider any new development proposals which may be in known flood risk areas such that not only is the building considered but also the means of access – for occupiers and emergency responders.

3. Apart from the affects of physical flooding and limited use of facilities the respondents detailed ***the impact of the flooding on their day to day life*** covering a range of issues:

## Appendix A



Of the 195 responders to this question the major impacts were note to be:

- Unable to use waste facilities (49%)
- Difficulty getting to work (38.5%)
- Other (38.5%)

The first two link to Q2 above in relation to:

- Sewage flooding and the other impact of the sewage system being impacted by groundwater in that the waste systems in homes cannot be used or have reduced capacity with the risk of internal flooding;
- Difficulty getting to work relates to the road issues.

However these options covered only some of the impacts of the adverse weather. Below are some of the themes and comments detailed as other impacts to the residents:

- Fearful about leaving the house since they were frightened that if they left it would flood. Someone nearly missed a funeral
- Exhausted since constant fear and making sure pumps and defences still working.
- Unable to leave the house since making sure pumps still working and power failures. Some had to refuel pumps every 2 hours.
- Unable to go to work due to the stress and need to protect the home
- Stress of living in part of the house – living upstairs since the ground floor flooded.
- Access issues – not only on main roads meaning long detours but cars being parked elsewhere since garage or road was flooded; walking planks to get out of the home, climbing over sandbags. Not able to get to the house or having to access via neighbours or even knocking down walls to get access. Often long detours to get anywhere.

## Appendix A

- Loss of fixtures, fittings and belongings
- Using portaloos for a long period of time and having to reduce the use of toilets, baths, washing etc to prevent the system from backing up more,
- Vulnerable people affected by being flooded directly or having to manage visits for dialysis or people with learning disabilities where change made their condition worse.
- 'living' in wellingtons or waders to go anywhere
- Suffering from gastroenteritis type infections or fearing being ill
- Worrying about pets or animals since they could not go outside and for farmers/stables there were issues of increased feeding costs

Throughout all the written feedback was the sentiment of fear, exhaustion and desperation of the responders to the situation they faced during the flooding exasperated since the situation went on for weeks.

### **RESIDENTS Key Points/Comments 2:**

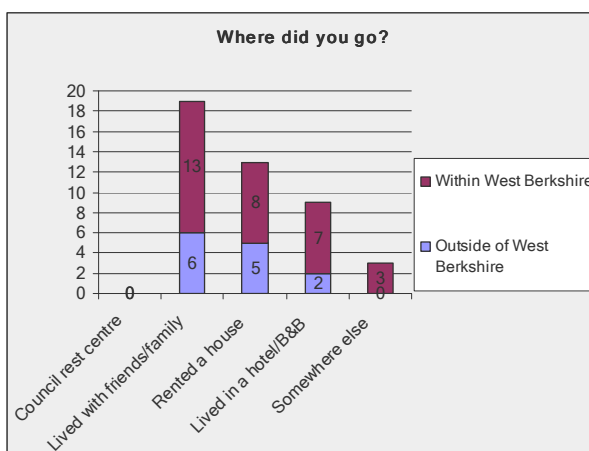
- The effects of flooding can be complex depending on the type of flooding
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**RESIDENTS Key Points/Comments 3:**

- The impact of flooding is far more than the physical aspect of flooded properties but the significant impact on people’s wellbeing.
- In relation to how to reduce this impact on people there are two key elements:
  - Communications –providing information to allow residents to understand what has happened, why it’s happened and what the impacts may be. Therefore residents can make informed decisions, put aside the concerns that cannot be under their control but put in place actions which can reduce the other fears which may be installation of different pumps which are less onerous on managing, full property level protection.
  - Support - this is not necessarily support by way of physical flood defences but someone with knowledge to talk to. Whilst this does link to communications it is more than that and has been recognised in other events such as Dunblane Shootings and Glasgow Helicopter Crash. This support would be to allow a 2 way conversation to allow reassurance and if necessary additional support to be put in place. It would not necessarily be a one to one support but support to a community and would need to be put in place at the early stages of an incident. It is therefore suggested that the Council, working with other agencies should consider a Major Incident Support Team (MIST).

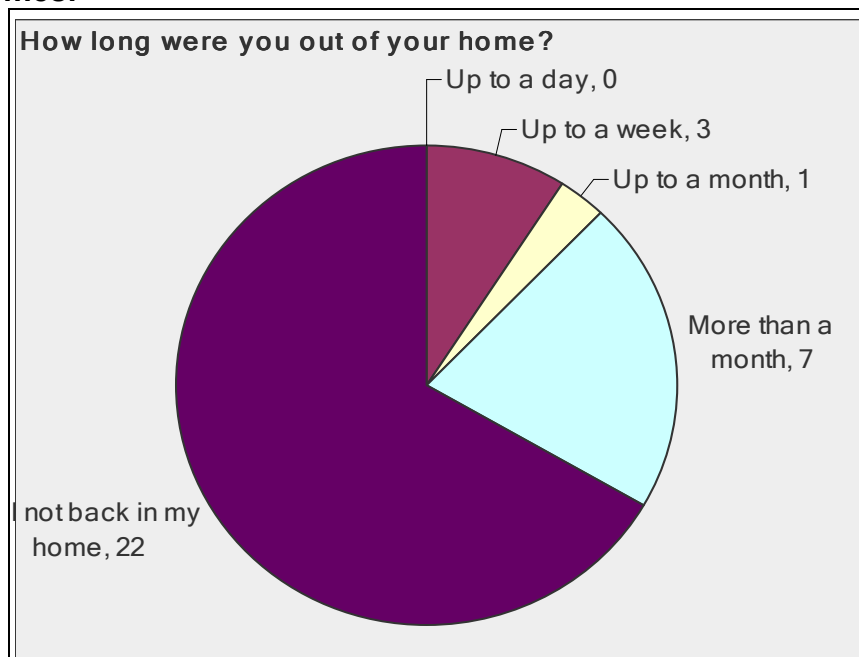
The majority 84% (187) of 223 responders remained in their property during the flooding despite the issues that this created to their day to day life.

**5. For those that had to move out they were asked where they went to?**



Of the 33 people who responded the majority found alternative accommodation within West Berkshire (70%) however a significant number (30%) had to move out of West Berkshire.

**6. Responders who had moved out were also asked how long they were out of their homes.**



Of the 33 responders 22 were still not in their home at the time of the survey closing (6 June 14).

The impact of having to move out of home for any length of period is known to add to the stress of the event since many people at first think they will move back in a few weeks. However often it is 6 months plus that people are out of the home. Adding to the pressures is if the alternative accommodation is not in the local area such that residents worry about it being burgled; changed routine for work/school which can have an adverse effect on those involved.

In this case no homeless requests were made to the Council to support any flood victim suggesting that all were managing through their own funds, insurance or landlords to find suitable alternative accommodation.

This situation may have been very different if more rented properties were affected or if in the future residents may not undertake effective repairs due to insurance charges. This may result in unfit homes under the housing legislation if full and proper repairs are not undertaken and therefore more pressure on housing stock.

Therefore under slightly different circumstances the impact on the Council could have been significantly more. The Government has been working with the Association of British Insurers however this has been slow with residents worrying and struggling in the interim. It is recommended that more head should be taken by insurance companies if residents put in property level protection in order to reduce the impact of flooding. In addition rehousing of larger numbers in a community should be considered as to how it would be managed for a period of 6 – 12 months

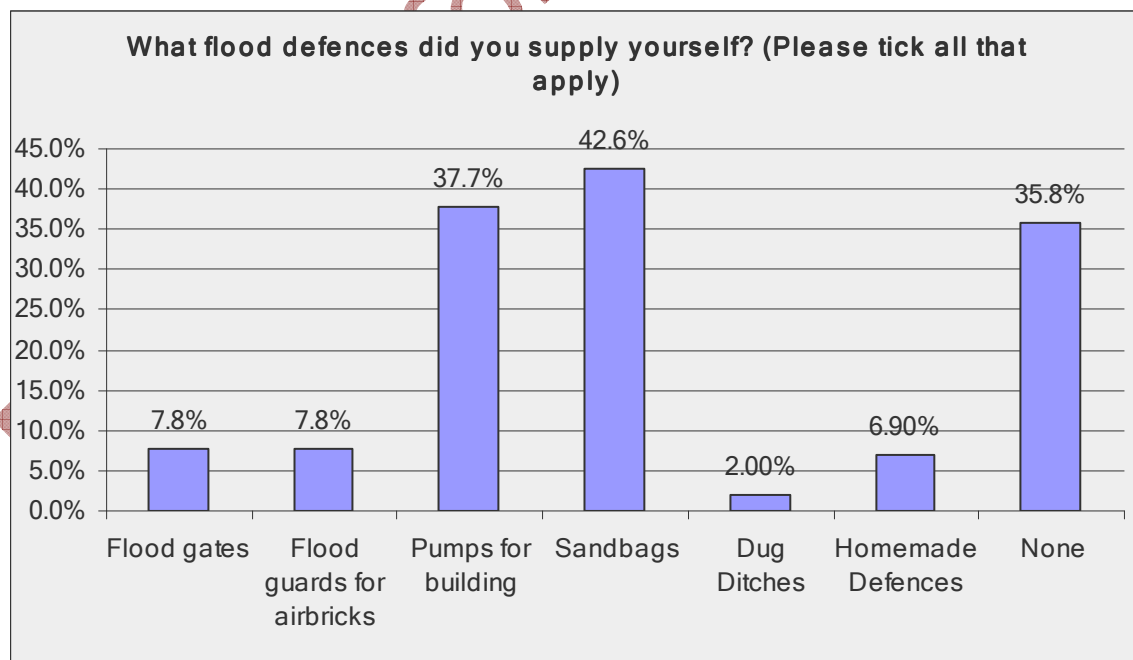
**RESIDENTS Key Points/Comments 4:**

- Properties flooding can result in the residents having to move out for a long time adding to the stress of the situation.
- Whilst all residents found accommodation without support from the Council consideration should be given to how the situation would be managed if there were a significant number of residents to be accommodated for an extended period of time.
- Nationally work in relation to insurance for flood risk properties should continue to support at risk residents, including advantages of installing property level defences.

**What did the responding residents do for themselves?**

It is important to understand what the responding residents did for themselves and their communities in order to confirm good practice and encourage others to do similar actions. This is relevant because there is no legal duty for the Council to protect individual properties from flooding instead under Civil Law it is the responsibility of the property owner<sup>1</sup>. To this end a number of questions were set to establish how prepared individuals and communities were to respond to flooding and what they did.

**7. Responders were asked what flood defences residents supplied themselves.**



<sup>1</sup> <http://www.environmentlaw.org.uk/rte.asp?id=105>

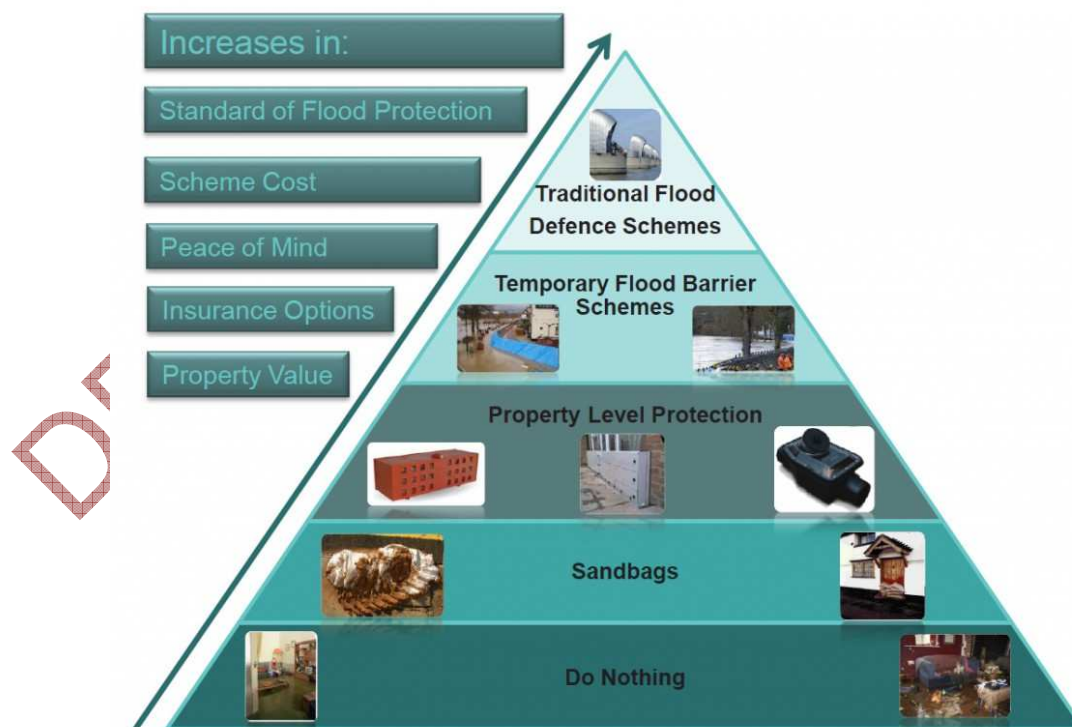
## Appendix A

From the responses as set out in the graph below there are 3 distinct areas.

- a. 53.3% of responders who had a degree of preparation by way of property level protection which would require planning and purchase in advance (53.3%) (Flood Gates, Flood Guards & Pumps). It should be noted however that some of these pumps were sourced during the event.
- b. 51.5% of responders who took immediate actions taken during the event. This includes sandbags, digging ditches/by passes and homemade defence. In this group by far the greatest reliance was on sandbags.
- c. 35.8% of responders provided no flood defences. Some of this can be explained in that it was noted that some residents did not flood; some 'accepted' that with the amount of water and where they lived there was nothing that could be done. 2 responders also identified that they were infirm or unwell and therefore not able to help themselves.

The responses suggests that despite warnings and knowledge that their properties are in flood risk areas the occupants are not planning in advance to prepare themselves and their properties.

The group of responders doing last minute own defences focusing on sandbags is also a concern. Sandbags are often seen as the answer to flooding – they are not. They have their place but unless carefully planned and laid correctly they may stall the risk of flooding for sometime but will not necessarily stop it. This is also reflected in the National Flood Forum website<sup>2</sup> which shows the link between increasing standard of flood protection with sandbags being shown as being better than doing nothing but low down on the standard of protection they afford.

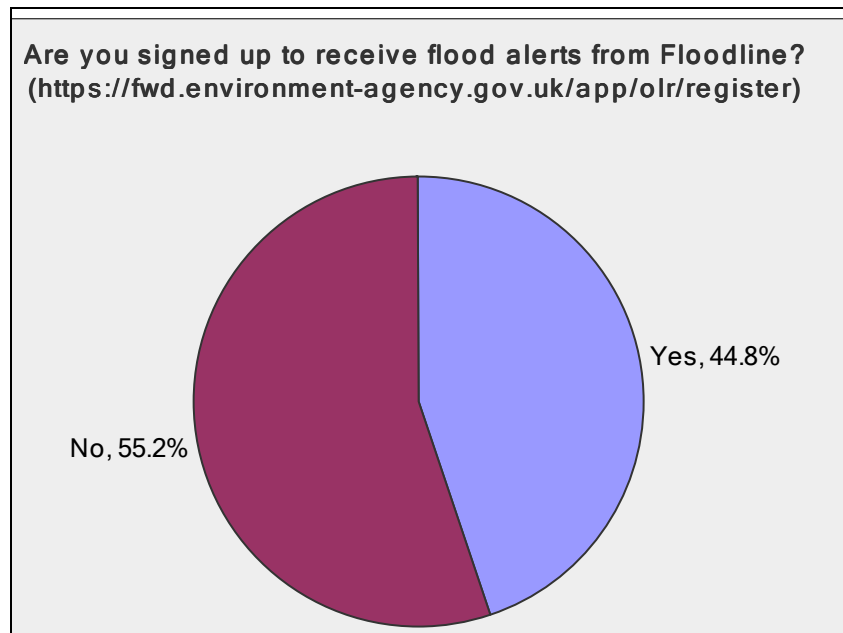


<sup>2</sup> <http://www.nationalfloodforum.org.uk/>



Source – National Flood Forum.

8. Responders were asked if they were signed up to receive alerts from the Environment Agency run Floodline Service.



Significantly 55.2% of 201 responders to this question were not signed up to the free service and therefore did not receive any form of direct alert in relation to flood risk in their area.

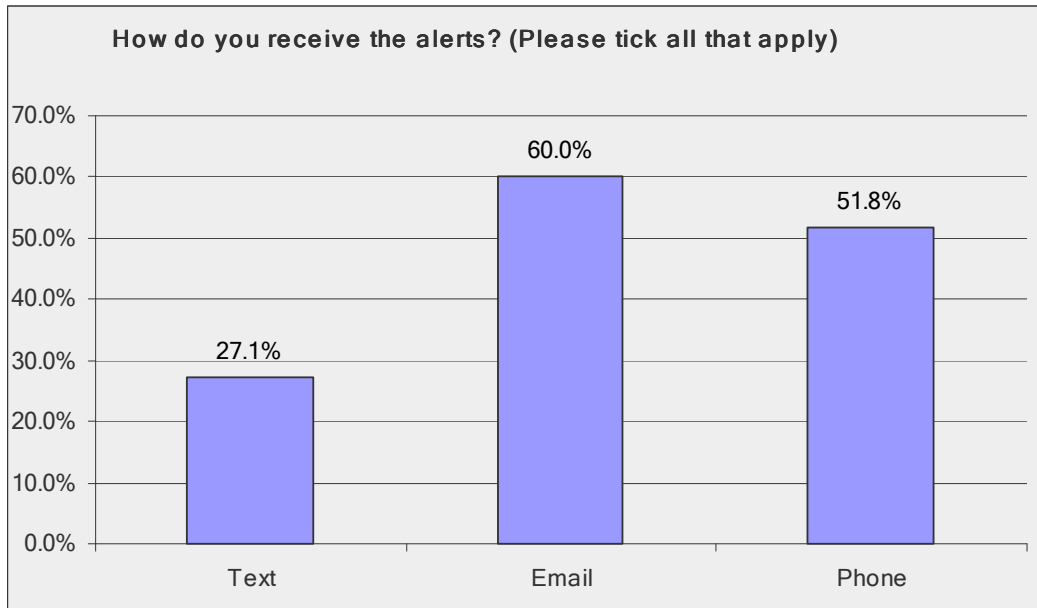
On reviewing the postcodes in more detail against the Environment Agency website flood risk areas<sup>3</sup> to consider if the responders were or were not in flood risk areas it was found that the majority of responders (~95%) were in or very close to flood risk areas.

9. On asking those who received alerts in **what format they received the alert**.

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<sup>3</sup> <http://maps.environment-agency.gov.uk/wiyby/wiybyController?value=RG8+8BL&lang=en&ep=map&topic=floodmap&layerGroups=default&scale=9&textonly=off&submit.x=9&submit.y=9>

## Appendix A



85 responders confirmed that the majority of alerts were received by email (60%). This was closely followed by phone alerts (51.8%) with text alerts being the least common (27.1%).

It was noted, however on reviewing the alerts and warnings put in place over the winter, that approx 50% of alerts were put in place outside 'office' hours with one at 00:40am therefore depending on the means of alert; the email address used and the platform for receiving emails some people may not receive a quick alert to the forthcoming risk. Therefore there are limitations with the scheme.

### **RESIDENTS Key Points/Comments 5:**

- There are insufficient residents in known flood risk areas who are not signed up to basic flood alerts which are suitable for their needs. Therefore at local and national level to encourage residents to sign up for the most appropriate alert for their circumstances in order that they have time to protect themselves. This could also be bolstered at community level with community notification means to support all in the community.
- There is an over reliance on last minute flood defences by residents and there is an over reliance on sandbags being the only flood defence. Therefore at local and national level residents should be encouraged to put in place property level protection which is appropriate for their property and the flood risk to them.
- There have been Government schemes to support property level protection in the past however these have been based on community schemes and whilst bids have been submitted in West Berkshire none have been approved do to cost benefit analysis. Currently those properties which have flooded are eligible for up to £5000 towards property level protection (PLP). Sadly however if resident put in a massive effort and managed to protect their property they are no eligible. It is therefore recommended that the Government review the PLP scheme to allow more at risk properties to received grants or loans to support them in protecting their properties.
- The Council, Communities and other agencies should jointly investigate temporary flood barrier schemes or flood defence schemes where appropriate. More permanent schemes will take time to come to fruition therefore options to put in more strategic temporary flood defences should be investigated so as to protect properties without the significant resources being required as in 2013/14.

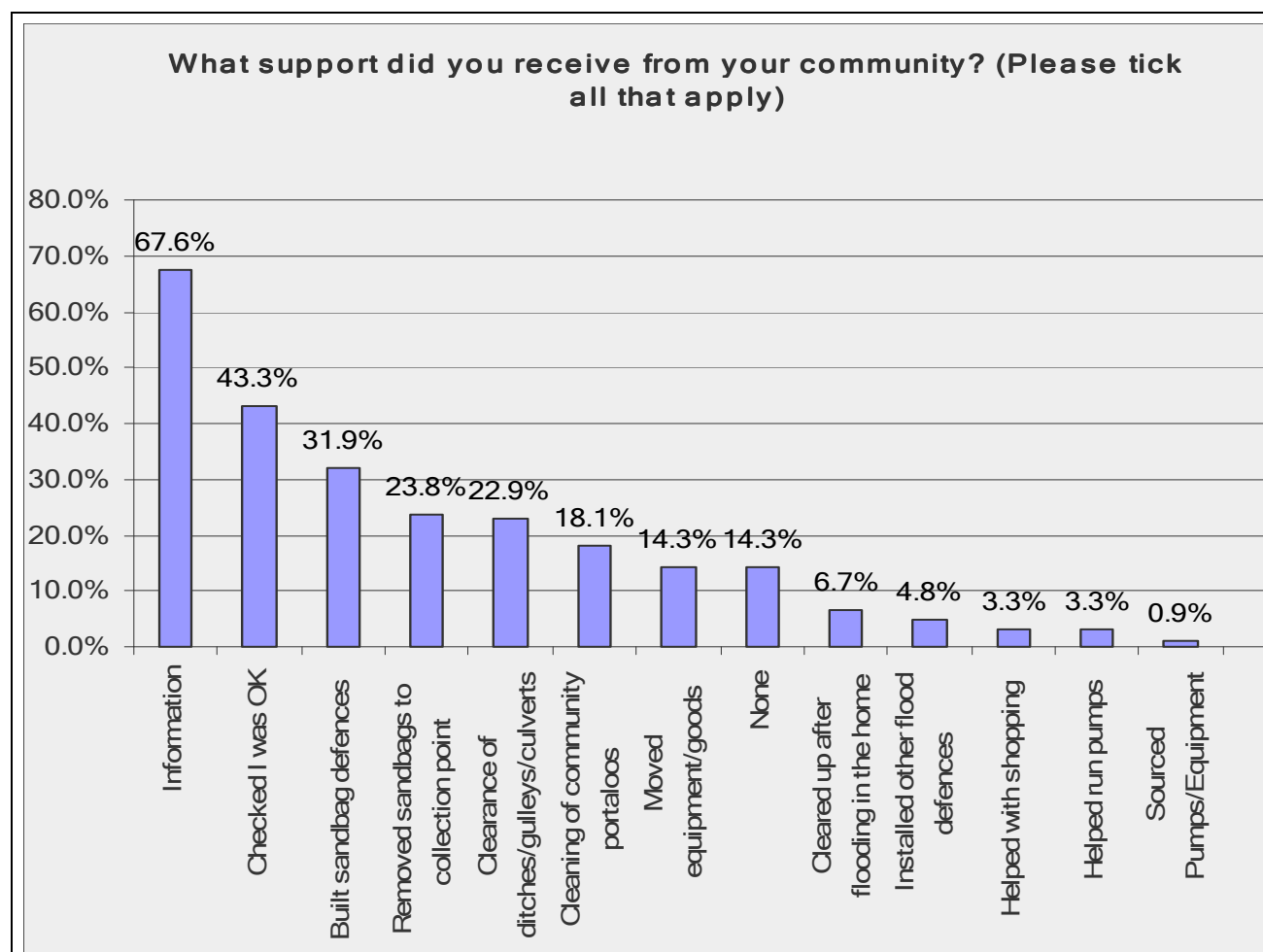
### **What support did the responding residents get or give in their Community.**

In recent years there has been a drive by West Berkshire Council for communities to develop Community Emergency Plans. This was identified as good practice following the severe winters of 2009/10 and 2011/12 which showed that despite the best efforts of the Council the size of the area and the scale of the situation meant that the Council could not be everywhere at once. This has also been picked up by many communities in their Community Plans<sup>4</sup>.

<sup>4</sup> <http://info.westberks.gov.uk/index.aspx?articleid=29165>

In an attempt to understand what help was given and provided in communities and therefore additional support that may be required to support communities in their planning a number of questions were asked of responders.

**10. Responders were asked what support responders got from their communities?**



There was a wide range of support provided by the communities from the provision of information to sourcing equipment.

With respect to information Flood Wardens and Lock keepers were specifically praised along with a few Ward and Parish Members.

Other types of activities included support during the response phase including the clear up of homes or the community.

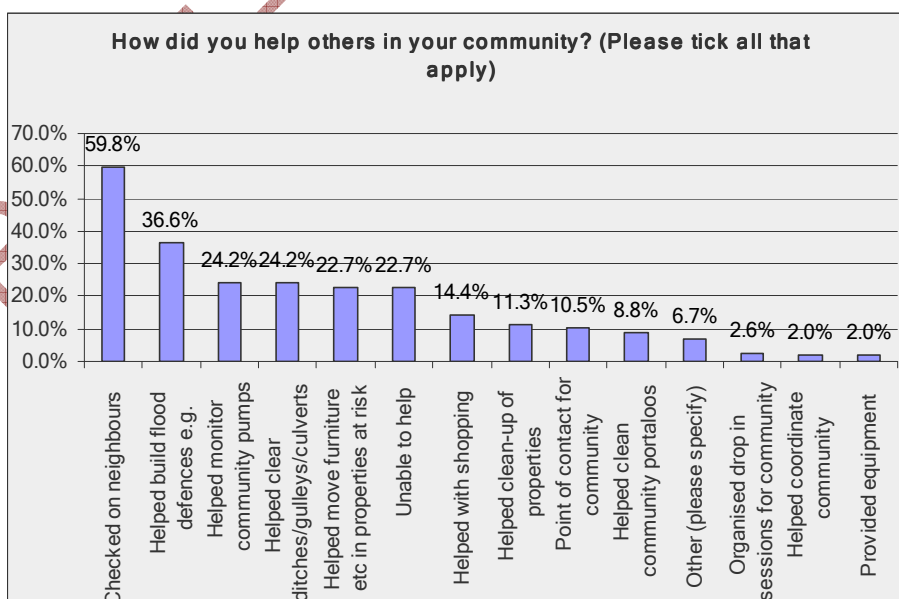
Some responses clearly showed how responders believed the community pulled together stating that they were 'incredible' or 'exceptional'. It was also noted that neighbours and families supported each other and not necessarily the wider community.

However, whenever there is good community and individual efforts there tends to be some alternative feedback. This was borne out in comments about how residents saw their neighbours as selfish – doing work on their own properties to the adverse effect of others.

**RESIDENTS Key Points/Comments 6:**

- Community spirit and support was evident during this event with some communities working very hard for each other.
- The support provided was wide ranging.
- There was more community support and engagement during the response phase than in recovery phase (removal of sandbags to collection points and clearing up) the community support dropped away.
- Rural communities supported each other more than in more urban settings.
- An example of the above was noted by the WBC Recovery Team in particular in relation to sandbag recovery. It was found that rural communities helped themselves and the Council in recovering sandbags from individuals to be used in the community later or for collection. In contrast the area of Shaw in Newbury was the very opposite, despite leafleting door to door in the affected area. The outcome was that the WBC Recovery Team engaged with the Community Pay Back service and arranged for a Saturday morning where Volkers Highways Contractors, Council staff, Ward and Town Councillors moved sandbags to collection points – with no support from the community.
- More work, especially, in urban communities is necessary to encourage self help and supporting each other.

**11. Responders were also asked what support they provided to their communities.**



Similar to the support provided by the community there was a wide range of support provided by the 194 responders to this question.

## Appendix A

The biggest areas of support provided related to checking on neighbours (59.8%) and helping build flood defences. There was then a relatively even spread of support provided by way of managing community pumps, clearing gulleys and moving property at risk of flooding.

A not insignificant number (22.7%) were unable to help this was based on being 'too old'; being unwell and being too busy trying to save own property.

### RESIDENTS Key Points/Comments 7:

- The wide support provided by the responders was positive.
- This support cannot be relied upon since residents at risk themselves will look to saving themselves and their homes first.
- In any community there will be a number of residents who cannot help themselves and may need more support – by the community or other agencies.
- Any community emergency planning needs to take into account that, whilst community resilience volunteers may be 'allocated' areas in their direct neighbourhood, to support, there needs to be flexibility for others from different areas to come to help when whole neighbourhoods are affected.
- When a community is heavily involved in their own response additional support to the vulnerable needs to be considered – potentially by the formation of a Major Incident Support Team. This team would support vulnerable in communities and identify any further 'welfare' issues emerging where support can be put in place.

**12. Communications in any incident is important. It has also been raised in previous incidents in relation to understanding what is happening. Therefore in order to find out more the responders were asked **how residents found out what was happening in their community?****

Answer Options	Face to face	Email	Website	Twitter	Facebook	Radio/TV	Publication
West Berkshire Council	45	58	26	1	1	8	9
West Berkshire District Councillor	35	13	2	2	0	0	1
Local Town/Parish Councillor	69	44	5	1	1	0	1
Flood warden	73	46	2	0	4	0	1

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Community group	47	45	3	0	4	0	1
Environment Agency	34	33	37	0	0	6	3
Thames Water	23	19	12	0	0	0	4
Scottish and Southern Energy (SSE)	7	5	2	0	0	2	2
Local media	7	8	11	1	0	28	14
National media	4	3	3	1	0	29	7
	343 (40.3%)	274 (32.1%)	103 (12.1%)	6 (0.7%)	10 (1.1%)	73 (8.6%)	43 (5.1%)

186 responders answered this question.

From the responses the main sources of information were face to face (40.3%) and email (32.1%) regardless of the source.

Most of this information received was from Flood Wardens, 19.3%; followed by information from Local Town and Parish Councils and community groups.

Other information was received from West Berkshire Council (16.7%) and the Environment Agency (10.8%). This indicates that most people get their information locally from local community and not necessarily from West Berkshire Council or other agencies which cover wider than the local community. This may be because the information provided by the other agencies was not suitable or in the correct format for the majority of responders.

When taking into account responders using the website for information which was the third major source of information (12.1%) then the Environment Agency website was the biggest source of information with 35.9% of the response, West Berkshire Council followed with 25.2%.

Other sources of information reported by the responders included:

- Met office,
- Thames Valley Police,
- Lock Keepers
- Village Shop/Pub
- Village Magazine
- MP

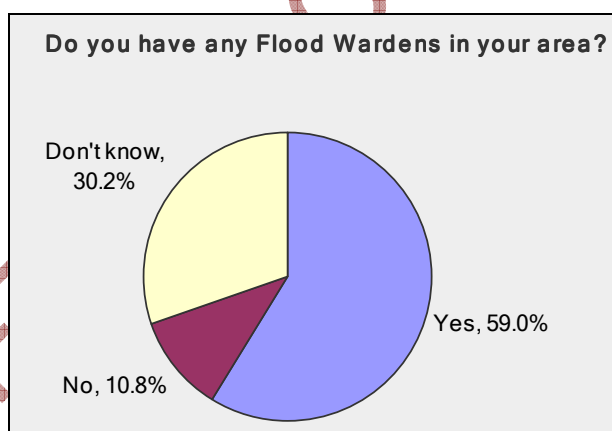
Interestingly the use of social media was not high on the responders means of finding things out. It is not known why this is – perhaps not enough use of it by the agencies to make them of value. This is in contrast to a recent survey undertaken by the Cabinet Office which showed that the majority of responders to the survey used social media (amongst others) to provide information during an incident (92 of 151 responders). However in the same report it was noted that *'in 2012 a survey conducted by Ipsos-MORI on behalf of the Cabinet Office found that 62% of the British public would want to be informed of an emergency via television. In contrast only 20% of respondents wanted to be informed via social media. A 2013 survey*

conducted by eMarketer found that just over 50% of the UK population (32.1million people) used social media at least once a month, although this was also forecast to rise to 53% by 2014.<sup>5</sup>

### RESIDENTS Key Points/Comments 8:

- Communications in an emergency with accurate information is essential
- The community information updates was most commonly spread by the communities, face to face or via email.
- Council, EA and TW websites were used for updates to a lesser extent.
- Social media was not a commonly used means of communication.
- In order to get the same message out to all about what is happening in communities in emergencies then a suite of formats needs to be used including some of those sources identified in the response.
- Residents do wish to get information directly in their community and therefore finding means to increase that conduit should be considered which gives sufficient factual detail of each community.

13. Over recent years a network of Flood Wardens has been developed. Responders were asked if they if **there were flood wardens in their community?**



The response demonstrated that 59% knew they had flood wardens in their community.

Where they said no this is either because the flood wardens did not exist or perhaps were not known to the responder. Using the postcode information provided at least 13.5% of responders are in areas with no flood wardens. To allow for some additional areas not having flood wardens this would lead to more responders not knowing they have flood wardens in the area to link into. This suggests that in some communities there are insufficient flood wardens for the area they support or they are not making themselves known to support the wider community.

<sup>5</sup> ALERT ACTIVATION PROTOCOLS: CONSULTATION REPORT 2014 – Cabinet Office

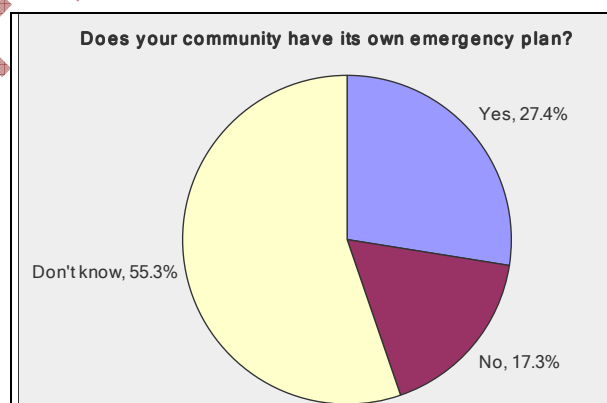


Similar to the point above in relation to supporting communities, many of the flood wardens have volunteered since they have flooded in the past therefore in floods are at risk of being affected and in some cases less able to fulfil the role.

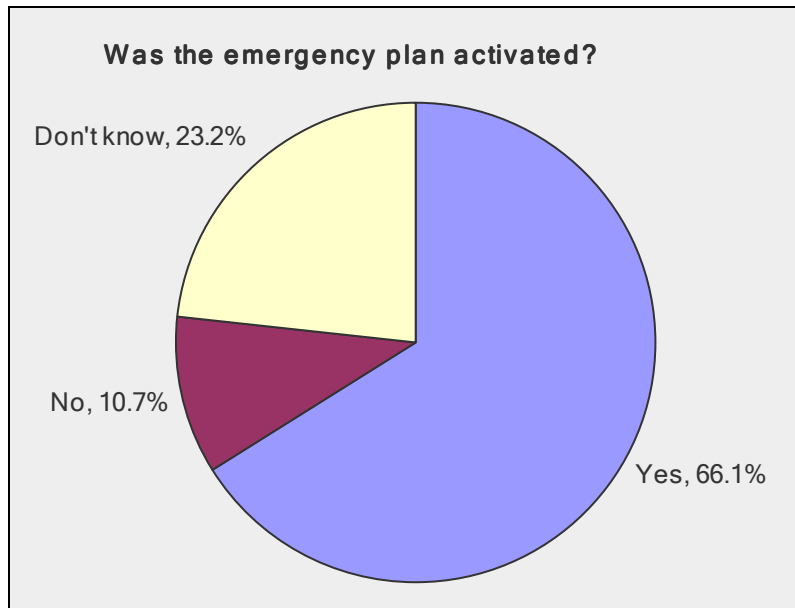
**RESIDENTS Key Points/Comments 9:**

- Flood Wardens/Community Resilience Volunteers area useful means of passing information around their communities and being a conduit in the community to the Parish Council and/or West Berkshire Council.
- Some are not known to the communities they are operating in.
- Some, by the nature of how they got involved in the role, will have been busy protecting their own properties and therefore not commit the time perhaps needed to the wider community or running themselves into the ground trying to do everything.
- All communities should be encouraged to develop a network of Community Resilience Volunteers. (CRVs)
- Communities with existing CRV's should encourage more in the community to be involved.
- The roles of these CRV's should be reviewed
- Joint training should be provided so as to share good practice and experience.

**14. Since 2007 communities have been encourage to develop Community Emergency Plans as a result responders were asked **if their community had an emergency plan and if so if it were activated****

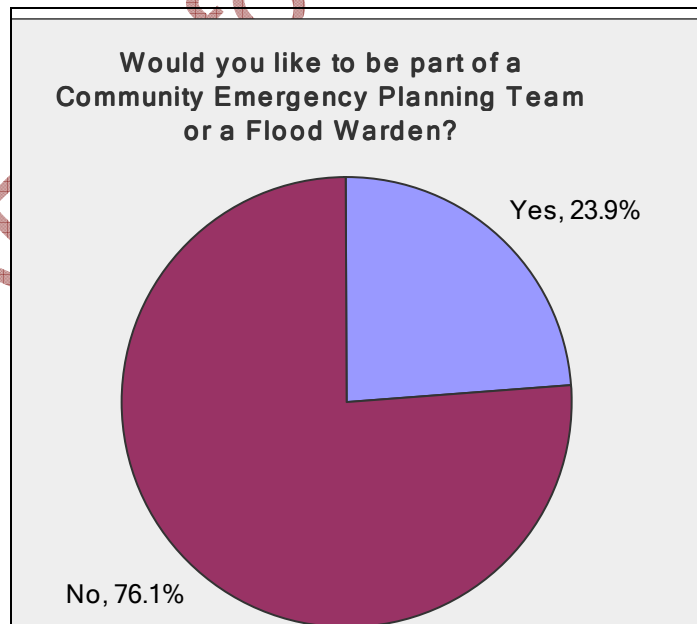


Only 27.4% (57 of 208) responders knew their community had a Community Emergency Plan and of these 57 responders 66% said their plan had been activated/used which was positive.



On reviewing the number of communities known to have plans against the postcodes of responders there were 27 'communities' of which 7 are known to have Community Emergency Plans. It was also noted that of the 7 with Community Emergency Plans the response from the communities were amongst the highest and 4 of these communities have a number of active flood wardens. (see page 1 of this survey analysis)

**15. Responders were asked if they would like to be part of a Community Emergency Team or a Flood Warden.**



Only 23.9% (50 responders) of those who responded (209) said they would suggesting that to increase the size of any network of support locally will be difficult and there is not necessarily the will to get involved in the community.

That said of the 50 who said they would be happy to get involved they all provided their details with only 4 of them already being flood wardens for their communities already. Therefore there is a starting point which will be pursued.

**RESIDENTS Key Points/Comments 10:**

- Where there are Community Emergency Plans and flood wardens/community emergency volunteers the knowledge and engagement is greater.
- Where communities have been affected in the past by an incident they are more likely to be engaged.
- The engagement of those in the local community to be more engaged in Community Emergency Plans or as a Community Resilience Volunteer is going to be challenging, particularly in more urban areas.
- Development of Community Emergency Plans and Volunteers should be encouraged and supported.

**What support did the responding residents get from West Berkshire and how did they evaluate this support.**

Whilst it is not the Councils duty to protect individuals properties it is the duty of the Council as a Cat 1 responder under the Civil Contingencies Act (CCA) 2004 to

- |   |
|---|
| a. preventing an emergency,   |
| b. reducing, controlling or mitigating the effects of an emergency, or    |
| c. enabling other action to be taken in connection with an emergency, and |
| d. have arrangements to warn the public                                   |

Having regard to this, questions were asked to evaluate the support provided by the Council.

**16. Responders were asked as to whether they had contacted the Council?**

Answer Options	Response Percent	Response Count
Yes	46.3%	94
No	53.7%	109

46.3% (94) of 203 responders confirmed they had contacted the council.

**17. They were then asked as to why had they contacted the Council?**

Issue	No of contacts
To ask for sandbags	55
To report flooding	53
To get updates on the flooding in my area	33
To report sewage problems	26
To ask for pumps	21

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To report contamination issues	16
To report concerns about public health	16
To report trees and other storm damage	8
To ask for portaloos	7
To report power outages	4
To report blockages in rivers	2
To report breakdowns in pumps	2
To find out about bin collections	1

Of the 94 that had contacted the Council 91 responded to this question. The majority of contacts were in relation to sandbag provision (59%) and to report flooding (58%).

A significant proportion 35% were calling up regarding updates on their area therefore suggesting that the information sent to communities and on the website was not sufficient; was not accessible or that some people want to have human interaction.

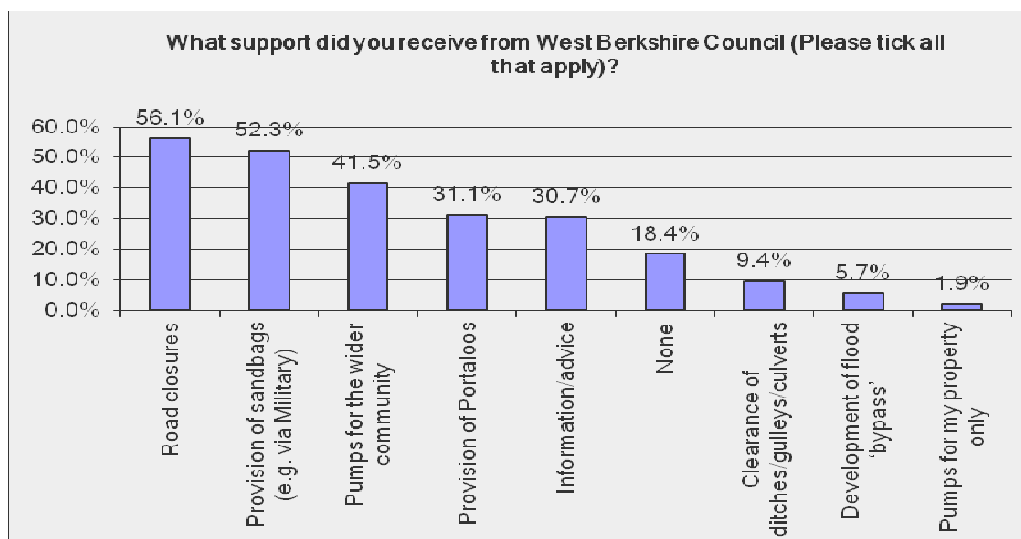
28% of responders were contacting the Council about sewage issues despite the fact that this is the responsibility of Thames Water with a smaller 2.2% reporting issues with rivers despite this being the responsibility of the Environment Agency. One comment suggested they came to the Council because they were not getting answers from these agencies. The number of responders contacting the Council on matters relating to Thames Water or Environment Agency suggested they were frustrated to be told to contact the correct agency rather than understanding the roles and responsibilities of which agency could do what.

Whilst most of the reasons for contacting the Council were related to floods however it is clear that despite the major incident the issue of waste collection was also on the agenda.

### **RESIDENTS Key Points/Comments 11:**

- The calls requesting sandbags and other flood defences need to be carefully considered since there is no duty on the Council to protect individual homes.
- In order to reduce calls going to the incorrect agency clearer information as to who does what needs to be available to all.
- All agencies involved, particularly the utilities, should review their websites in relation to roles, responsibilities and what they will or will not do.
- Business continuity plans need to be robust to continue as many services as possible. However where not possible then a clear message as to where they are not being conducted and why should be communicated.

### **18. Responders were asked what actual support was provided them by the Council?**



212 residents responded to the question. A wide range of responses were provided ranging from road closures (56%) to provision of pumps to individual properties (2%).

Where support was provided it could be split into 3 areas:

- a. Physical - Protecting individual properties – provision of sandbags (52.3%); pumps for properties (1.9%)
- b. Physical Protecting & Support in wider community – road closures (56.1%); pumps for communities (41.5%); provision of portaloos (31.1%); clearances of ditches/culverts and gulleys (9.4%) and digging flood 'bypasses' (5.7%).
- c. Provision of information (30.7%).

In a. above the requests made were made in relation to individual properties and therefore were more appropriate for the property owners to have plans and flood defences in place themselves.

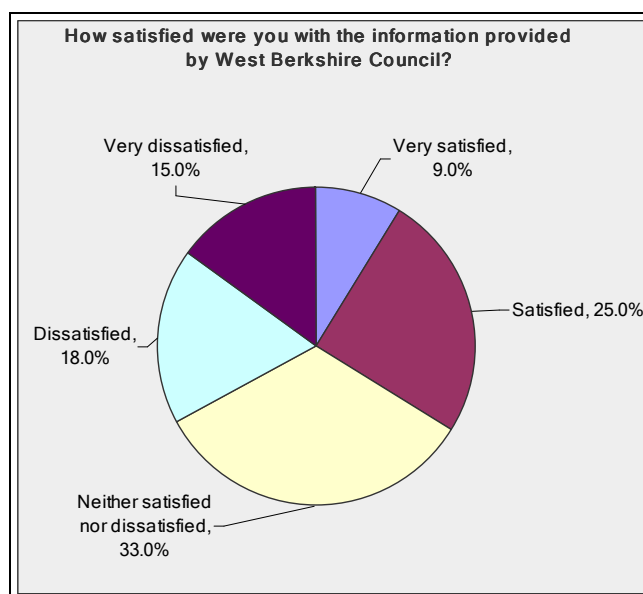
Whereas in b. above these could perhaps be more seen more as attempting to *reducing, controlling or mitigating the effects of an emergency*, in the terms of the CCA and therefore the Council and other Cat 1 and Cat 2 agencies having a responsibility.

Finally with respect to c. above this does fall into the Warning and Informing element of the CCA of Cat 1 & Cat 2 agencies.

#### RESIDENTS Key Points/Comments 12:

- As stated previously there is a need for residents to have an understanding as to who does what and what their responsibilities are and what the Council is not responsible for.
- Provision of some support e.g. portaloos needs to be considered in more detail with utility companies.

**19. Responders to the survey were asked if they contacted the Council if they were satisfied with the information provided.**



From the 182 responders to the question 34% confirmed the information provided to be satisfactory or very satisfactory; 33% were neither satisfied nor dissatisfied however 33% were either dissatisfied or very dissatisfied with the information provided.

**20. The provision of information and satisfaction with the Council was further assessed when responders were asked about how they contacted the Council and how satisfied they were with the response.**

Answer Options	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Response Count
Phoned customer services during the day	7 (12%)	18 (31%)	9 (15%)	14 (24%)	11 (19%)	59
Phoned emergency contact centre out of office hours	1 (3%)	9 (30%)	6 (20%)	3 (10%)	11(37%)	30
Phoned Emergency Operations Centre (EOC)	3 (11%)	9 (33%)	3 (11%)	8 (30%)	6 (22%)	26
Email	4 (17%)	13 (58%)	4 (17%)	0 (0%)	3 (11%)	24
Online reporting	1(7%)	2 (14%)	3 (21%)	4 (29%)	4 (29%)	14
Other	4 (44%)	1 (11%)	1 (11%)	1 (11%)	2 (22%)	9

84 responders answered the question therefore some responders contacted the Council by a number of means suggesting they were not provided with the answer on the first contact.

On reviewing how the responder was in contact with the Council and their satisfaction with the information/service provided then:

- **57.2%** were either dissatisfied or very dissatisfied with the **on-line reporting system**,

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- **51.8%** were dissatisfied or very dissatisfied with the **Emergency Operations Centre**
- **46.7%** were dissatisfied or very dissatisfied with the **Out of Hours Contact Centre**
- **42.3%** were dissatisfied or very dissatisfied with the **Office Hours contact Centre.**
- **70%** however were satisfied or very satisfied with the **Email**

With respect to the 'other' comments which provided a satisfied or very satisfied figure of 55.5% these tended to relate to direct contact with specific officers or Councilors'. The comments also related to specific issues which were perhaps not the answer the person making contact wished therefore dissatisfaction was recorded.

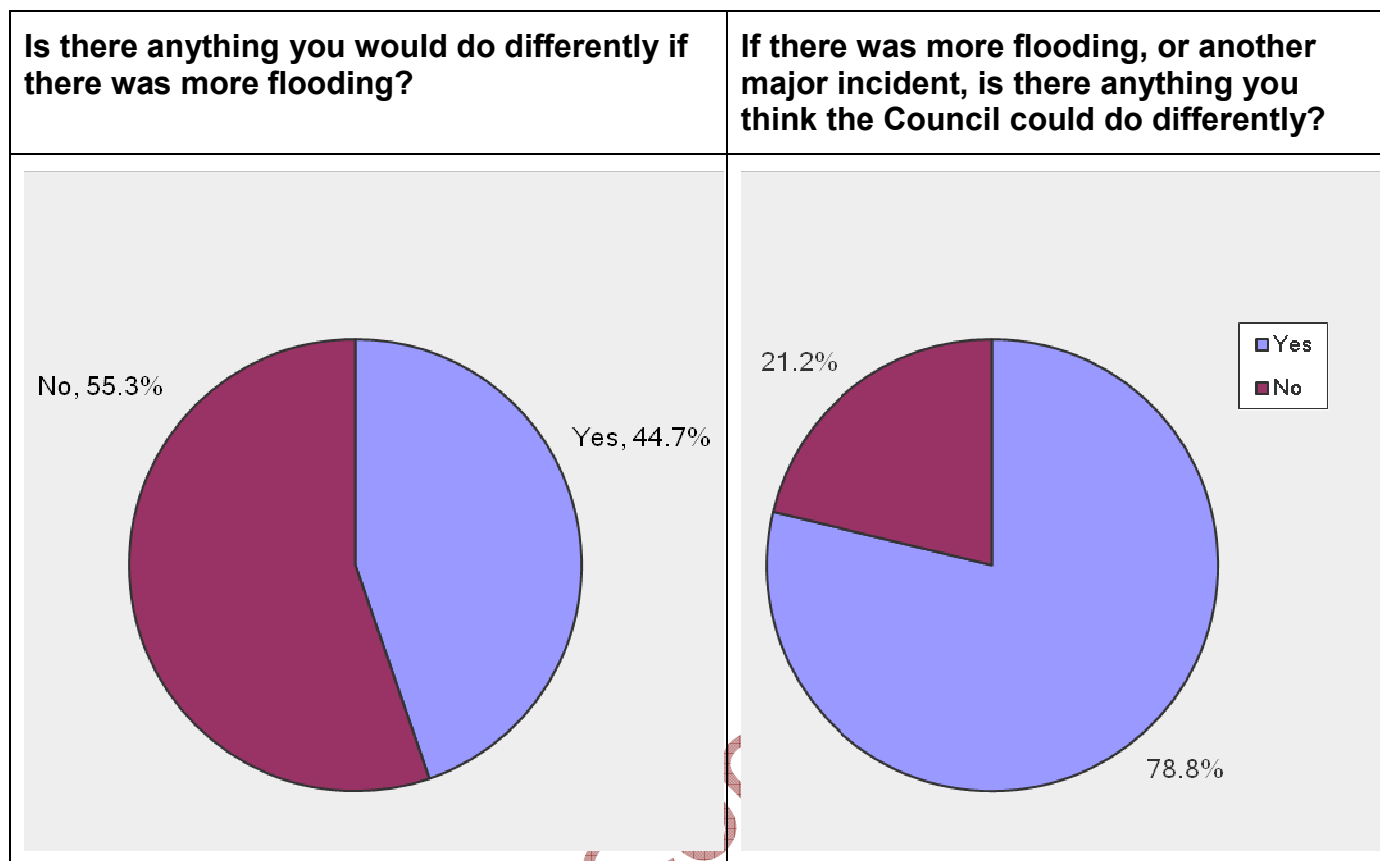
Having regard to the dissatisfaction with the Out of House Contact Centre and Emergency Operations Centre (EOC) these options may not have been clear since during the main part of the flooding the EOC was taking all the out of hours calls.

### **RESIDENTS Key Points/Comments 13:**

- The majority of contact with the Council was via phone (71%)
- The least used (7%) and with least satisfaction (57%) was the online reporting system.
- The greatest satisfaction was when responders emailed the Council. (70%). This may be because the officer involved had more time to consider the response with other officers if necessary. It is however resource intensive in the EOC.
- Contact centres (both during office and out of hours) need to be investigated as to how they could support the response better. This may be by way of more briefs from the EOC or a Liaison officer in them to support them with some calls.
- The EOC contact process needs to be reviewed in that calls direct from the public should not go into the EOC since it is a coordination centre of the Council response and not the contact centre.
- Any review of the customer contact undertaken will accept that not everyone will ever be satisfied.

### **What would the responding residents do differently and what would they suggest the Council does differently in the future.**

**21.** A key element of debriefs is for everyone to consider what they could do differently the next time. To this end there were a number of questions set for responders to consider **what they would do differently the next time** and **what they think the Council could do differently.**



From the 193 responders 79% believed the Council could do more the next time, however from the 188 who responded as to whether they would do anything differently the next time only 45% said they would.

22. Responders were then asked to provide details as to what the **Council could do differently**. The responses, of which there were 146, have been split into the following themes and points as set out below.

Themes	Number of Comments	Summary or points raised
Resources	58	<p>This area has been split into the following suggested areas of improvement:</p> <ul style="list-style-type: none"> <li>○ Sandbags (26) – to be provided by the Council, to be out in the communities, to be there a lot quicker and to individual homes.</li> <li>○ Pumps (12) – to be provided by the Council, quicker, more details as to where being pumped to so as not to create knock on effect.</li> <li>○ Officers in the communities (11) (LA Liaison Officers) to be the face of the Council to answer community questions.</li> <li>○ Waste Bins (3) to be provided in the communities and collected in advance of flooding.</li> <li>○ Portaloos (3) – more to be provided, to be cleaner and quicker in their delivery.</li> </ul>



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		<ul style="list-style-type: none"> <li>○ Road signs (1) – such as flood, road closed etc to be stored in communities to be put out quicker.</li> </ul>
Maintenance	45	<p>Of the comments received:</p> <ul style="list-style-type: none"> <li>○ 14 referred to improved maintenance of Thames Water assets</li> <li>○ 13 referred to the Env Agency improving the maintenance on the rivers (weed management, regarding, removing blockages, managing riparian owners who do not do their responsibilities)</li> <li>○ 15 referred to improvement of surface water drains &amp; ditches</li> <li>○ 3 referred to improved management of ditches/drains/culverts of private landowners.</li> </ul>
Communications	42	<p>The improvements suggested in relation to communications include:</p> <ul style="list-style-type: none"> <li>○ Specific information improvements in relation to: <ul style="list-style-type: none"> <li>○ Public Health Info</li> <li>○ Bin Collections</li> <li>○ Roles and Responsibilities</li> </ul> </li> <li>○ The communication routes to the wider communities – not only by email or internet.</li> <li>○ Web Pages not being up to date or providing information <ul style="list-style-type: none"> <li>○ More use of local radio</li> <li>○ Much more general JOINT information as to what is happening and where it is happening and by whom</li> </ul> </li> <li>○ A need for more WBC officers in the communities</li> <li>○ Support for public meetings</li> <li>○ Ensuring all staff in the EOC, contact centres, out in the area are aware of the current situations to give the most accurate detail to the communities</li> </ul>
Flood Defences	27	<p>These 26 comments refer to specific flood defence type schemes (rather than routine maintenance). They include specific areas to suggest diversions/ditches to be created, storage areas for water, dredging etc.</p> <p>Suggestion that the Council could be more involved in advising on flood defences for properties</p>
Roads	11	<p>The improvements suggested in this area include:</p> <ul style="list-style-type: none"> <li>○ More closure of footpaths</li> <li>○ More road closures – and quicker</li> <li>○ Diversion routes being put in place and signposted</li> <li>○ Protection put in place where roads open but there is flood water to protect homes.</li> </ul>

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		<ul style="list-style-type: none"> <li>○ Fords to be closed earlier</li> <li>○ Enforcement of Road Closures</li> </ul>
Joint Working/Comm and & Control	10	<p>The improvements suggested in relation to joint working and command and control included:</p> <ul style="list-style-type: none"> <li>○ Joint preventative work – including the improvements ongoing with the Flood Forums in place</li> <li>○ More visible joint working of all the emergency services, Council and the military.</li> <li>○ More joint working with the communities and the other responders.</li> <li>○ More communications in relation to this joint working.</li> </ul>
Response times	10	<p>Appearance of Council not being up to speed and responding slowly as a result.</p> <p>Reviewing communications may assist in resolving this issue</p>
Utilities (other than Maintenance issues)	5	<p>Recommendations to put more pressure on the utilities – Thames Water and Scottish &amp; Southern Electricity to improve their services.</p>
Listen	5	<p>The comments were in relation to listening to communities as often local knowledge can help the responders – esp some historical information.</p>
Members	4	<p>The feedback referred to some positive action by Members but also improvements by way of:</p> <ul style="list-style-type: none"> <li>○ Thinking and acting in best interest of constituents rather than external visitors</li> <li>○ Visiting their communities</li> <li>○ Be part of the communications process</li> </ul>
Officers	3	<p>Concerns raised in relation to the empathy of a few officers to the community in difficult times.</p>
Development Control	2	<p>More consideration should be given to further development in flood risk areas</p>
Plans	1	<p>Suggestion that the plans are reviewed</p>
Learning from Others	1	<p>This referred to learning from the Somerset Levels.</p>
Companies	1	<p>This specifically referred to the fact that the Royal Mail could not deliver in some areas.</p>

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Schools	1	Suggested some training in schools to children about flood water risks
Vulnerable	1	Recommended more direct communication with the vulnerable – not only those known to the Council but GP's and known in the community.
Misc Points Noted	15	These comments referred to specific facts rather than suggested improvements.

Of the 242 individual points made from the 146 responders the main issues raised were:

- 24% related to resources – sandbags/pumps/people etc
- 19% related to maintenance (of Thames Water, Environment Agency and WBC assets)
- 17% related to communications
- 11% related to flood defences

### RESIDENTS Key Points/Comments 14:

- There is a high expectation of all those responding of what the Council should do. (this was also the feedback from the Somerset Levels debrief)
- There is a lack of understanding as to who is responsible for what including the residents responsibilities. When informed there is often a cry of what do I pay my Council Tax for?
- There is a lack of understanding about how all agencies work together during incidents.
- There are a number of flood forums in place with action plans which will pick up some of the specific issues relating to roles and responsibilities, specific engineering solutions in at risk communities and the promotion of responsibilities.
- There are some specific elements from the feedback e.g. delivery of mail etc that should be picked up as a wider action plan with respect to general community resilience planning.
- Communications needs to be reviewed in all its forms.

**23. When asked what the resident responders would do differently next time. 86 responders provided information which has been split into a number of themes:**

<b>Actions to be taken</b>	<b>No responding</b>
Put in Property level protection or flood defences	39
Call the Council or other agencies	19
Nothing	9
Prepare more and act sooner	7
Move out	6
Get more involved with the Community efforts	3
Sell	2
Do riparian ownership work to ditches and rivers	1
Ensure Insurance is up to date	1

**RESIDENTS Key Points/Comments 16:**

- Again there is a high expectation of all those responding that the Council and other agencies can prevent the flooding and will therefore call us earlier or more often.
- Again the lack of understanding as to who is responsible for what including the residents responsibilities is demonstrated.
- A large number 39 (42%) are considering their own property level protection and flood defences.
- There are 37 responders (highlighted in red) (43%) who appear to be reliant on others or hoping that it will not occur again rather than doing something about the risk.
- More information on roles and responsibilities is necessary.

## Flood Wardens, Town & Parish Councils and WBC Ward Members Survey Report

The consultation questions were posed to responding Flood Wardens, Town & Parish Councils and WBC Ward Members in order to help identify potential areas for improvement in the way the Council responds to emergencies, to gauge how they viewed the response of the Council and other agencies and to assess what they did for themselves or their community this time and would consider doing in the future.

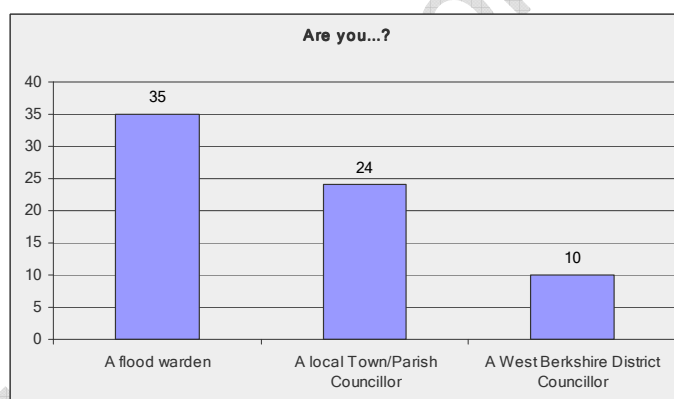
A number of questions were set in order to determine these points. All the responses were inputted into the online survey either directly by responders or by officers on receipt of hard copies in the office.

Below is the analysis of the responses including in the case of free text answers, key and recurring points are presented

57 people responded to the survey. However on reviewing the raw data it was clear that 8 had logged on and registered initially but then provided no further feedback. Therefore in this basis the analysis has been based on a response of 49.

### What support was being provided to what communities and by whom?

1. Responders were asked **what they were in their community:**



Therefore of the:

- i. 63 Flood Wardens that West Berkshire Council links in with 56% responded,
- ii. 63 Town & Parish Councils & Parish Meetings in West Berkshire 38% responded,
- iii. 52 Ward Members 19% responded.

It should be noted with respect to the Town & Parish Councils there may have been more than one response from the same community so the actual percentage of responses from the number of communities may be lower.

#### FW/Ward/T&PC's Key Points/Comments 1:

- Some responders are therefore undertake more than one role in their community which is positive since engaged in the community however it could also lead to actual resources being very thin and exhaustion of those involved. Since they are volunteers this could be a longer term issue.
- More Flood Wardens/Community Resilience Volunteers should be encouraged in all communities in order to share the load wider.

2. When asked **which ward the responder was supporting during the floods** the response was shown in the table below in red:

Ward Area	Communities in Ward Area with flooded properties	No of responders supporting the Ward.	Community Emergency Plan	Flood Wardens	No of Properties flooded 2013/14	Flood Forum
Aldermaston	Aldermaston,	2	YES		1	
Basildon	Streatley	2			11	
Birch Copse		0				
Bucklebury		6	YES No	YES		Pang Valley
Burghfield	Burghfield Bridge, Sheffield Bottom & Pingewood	1		YES - residents in area	8	
Calcot	Holybrook,	2			3	
Chieveley		0	YES			
Cold Ash		0				
Compton	Hamstead Norreys	5		YES	6	Pang Valley
Downlands	East Ilsley, West Ilsley	2		YES	7	Pang Valley
Hungerford		0				
Kintbury	Hamstead Marshall	0			1	
Lambourn Valley	Upper Lambourn, Lambourn, Eastbury, East Garston, Great Shefford, Weston,	7	No No No No YES No No	YES	55	Lambourn Valley
Mortimer	Padworth	0			3	
Newbury Clay Hill		2	No		30	
Newbury Falkland		0				
Newbury Greenham		0				
Newbury Northcroft		1		YES	7	Newbury FF
Newbury St Johns		0				
Newbury Victoria		5				
Pangbourne		5	YES	YES	3	Pang Valley
Purley on Thames		10	YES	YES	28	Purley FF
Speen	Bagnor	3			1	

## Appendix B

	Winterbourne					
<b>Sulhamstead</b>		1	Draft			
<b>Thatcham Central</b>		0		YES		Thatcham FF
<b>Thatcham North</b>		0				
<b>Thatcham South and Crookham</b>		0				
<b>Thatcham West</b>		0				
<b>Theale</b>		2	YES		3	
<b>Westwood</b>		0				

The biggest support was provided in Purley on Thames. In this Community there is also the most mature flood warden system and the largest number of flood wardens (13). It was also affected significantly during the Dec 13 and Jan 14 floods.

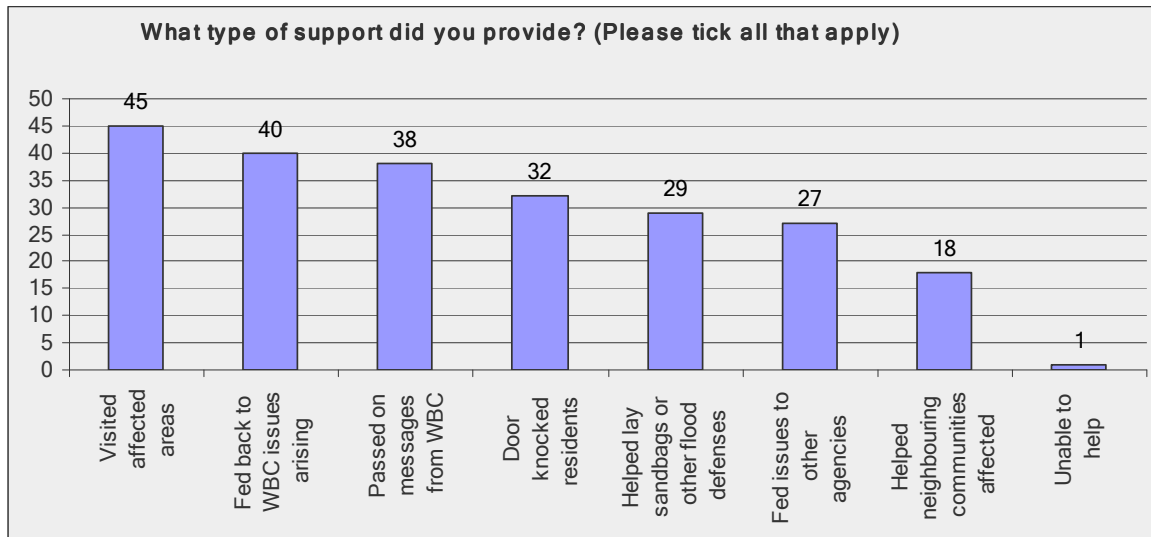
The table also provided details of the communities which have flood wardens, emergency plans and are involved in Flood Forums. The Wards which are shaded in light blue have communities at risk from fluvial (river) or groundwater flooding specifically. Other Wards may be at risk of surface water flooding however this is less predictable although in 2007 that was the major cause of flooding in Thatcham.

The above shows that those responding to the survey are from communities at risk or which were affected by flooding. 19 of the 30 wards are at risk of flooding with feedback being received from 17 of the 19 at risk wards (89%). The 2 wards at risk of flooding that had no feedback were Hungerford and Kintbury. There was also feedback from 1 ward not normally associated as major risk ward for flooding. There was also more feedback from communities who had Emergency Plans and Flood Wardens in place.

### **FW/Ward/T&PC's Key Points/Comments 2:**

- Where communities have been affected in the past by an incident they are more likely to respond however despite Thatcham being significantly affected in 2007 there was no response from that community at all.
- Communities are more likely to be engaged and have plans, wardens etc if they have been affected before.
- Rural communities are more engaged than those in more urban settings.

**3. Responders were also asked what type of support they provided in the communities?**



48 responders answered this question.

Whilst the largest response was in relation to visiting affected areas it may be considered since they could tick all that applied when visiting the areas they also passed information to and from WBC, checked on residents etc.

With respect to other support provided was in relation to:

- Provision of leaflets 2
- Setting up a social media network 1
- Monitoring river levels 3
- Sourcing Equipment 4
- Supporting agencies e.g. TVP, SSE etc 2
- Collecting shopping and moving waste for vulnerable 1
- Monitoring empty properties 1
- Coordinating the local response 1



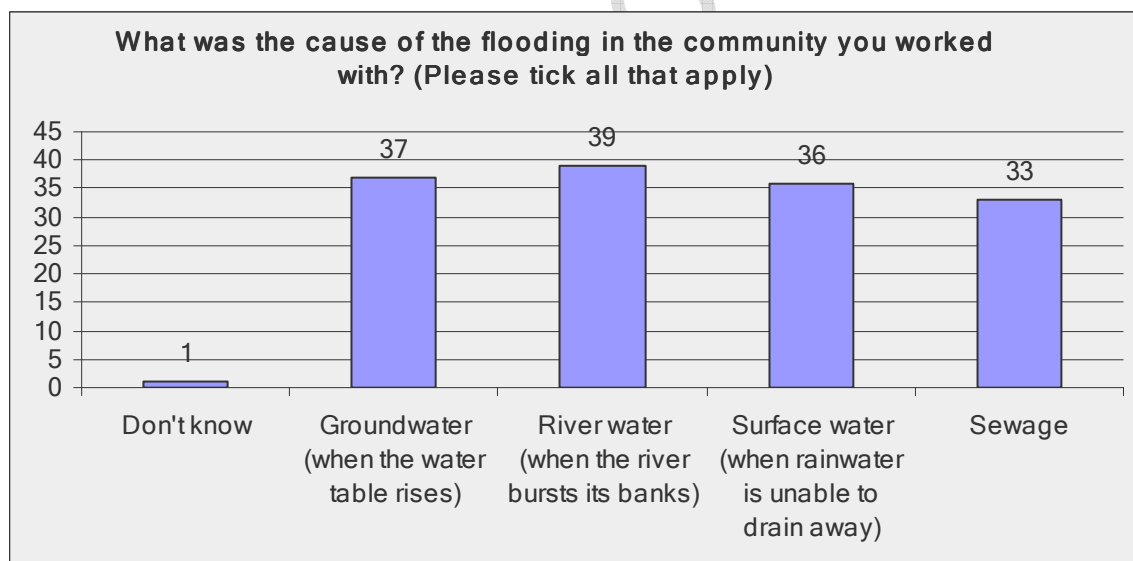
**FW/Ward/T&PC's Key Points/Comments 3:**

- Those responding were heavily involved in a number of activities in their communities.
- Provision of information to and from WBC was high on the agenda and involved activities such as provision of leaflets and setting up local social media network.
- When reviewing the template for community emergency plans these points should be included and communities with plans encouraged to incorporate such actions into their plans.

**To what extent did the respondents consider the communities were affected by the flooding and understand why they flooded?**

It is important that those that are involved in 'leading' their community know what risks are in their area, have an idea of what happened in their area and the impact on their community.

**4. Responders were asked what was the cause of the flooding in the community they worked with?**



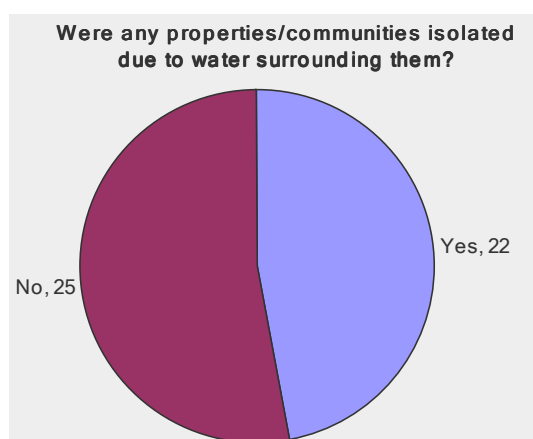
47 responded to this question.

The responses demonstrate a good understanding of flooding causes across the area by responders. The response figures also link with the different types of flooding across West Berkshire and the link they have with each other (See Residents Survey and Main report)

**FW/Ward/T&PC's Key Points/Comments 4:**

- All types of flooding occurred over the winter in West Berkshire
- The response and preparation can be very different for the flooding types for the Council, communities and individuals, particularly for property level protection.

**5. Responders were asked if there were any properties/communities isolated due to water surrounding them?**



47 responders answered the question with 22 stating yes, there were properties in their communities which were surrounded by water.

**6. Responders were asked what was the impact on 'normal' life in the community they worked with?**

45 responded to this question with a wide range of free test responses provided. Set out below are the main themes of the impact on the communities:

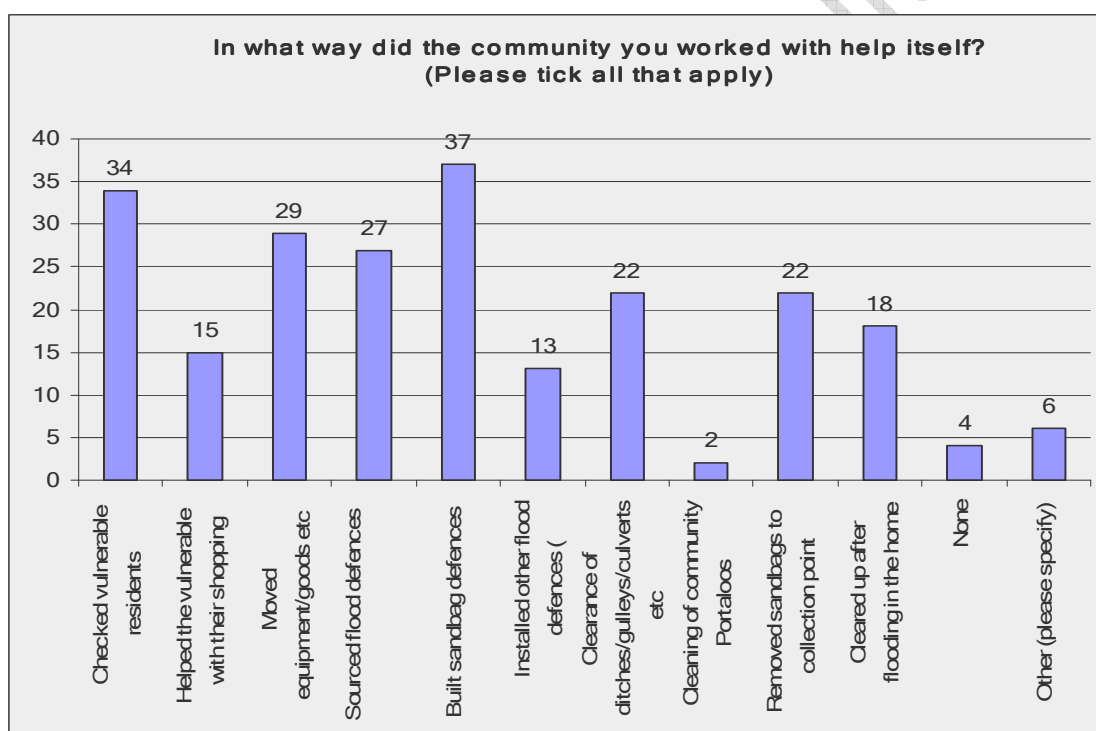
Impact	No of responders
Limited Access	25
Feeling of isolation esp vulnerable and when no power	9
Normal 'life' disrupted	7
Stress/Tension	6
Waste Water issues	5
Businesses affected	4
People moving out or evacuated	4
Children's Play areas affected	3
Time off Work	3
Bow waves	2
Bus Services suspended or diverted	2
Delivery issues including fuel	2
Sales of homes fell through	2
Schools closed	2
Broken Sleep	1
Cars a long way from the home	1

## Appendix B

Farm Land flooded	1
Garden Ruined	1
Infection or contamination in area	1
Internal Flooding	1
Lengthy diversions	1
Long journeys on foot	1
Roads Damaged	1
Rubbish not collected	1

The table shows a wide range of issues that were impacting communities across West Berkshire. Access and the feeling of isolation were by far the greatest impacts reported. That said the impact of some less reported such as internal flooding of properties should not be underestimated especially if as a consequence the sale fell through.

7. In order to find out what happened to overcome these issues responders were asked **what support was put in place and what they did in the community to help itself?**



Other responses included:

Support put in place	No of Responders
Working Together	13
Checks on community including vulnerable	5
Flood Wardens put in place	3
Canoes to move people around	2
Car Passes to assist with road closures	1
Worked with TVP, WBC & TW	6
Portaloos provided	3
Pumps provided	1
Sandbags Sources	1
Shopping	1

## Appendix B

Village Hall Opened for food on Xmas Day	1
Rest Centre set up	1
Roads closed	2
Plan Activated	1
Waste Bins sorted out	1
Establishing a Community Flood Watch team	1
Removing a section of river bank	1
Establishing a rota to look after the pumps	1
Set up liaison with WBC & TW	1
Opened up Village Hall for teas, coffees and information point.	1
Cleared up public areas after the flooding	1

From the table and the separate comments made a wide range of actions were taken across the communities by individuals and the communities together.

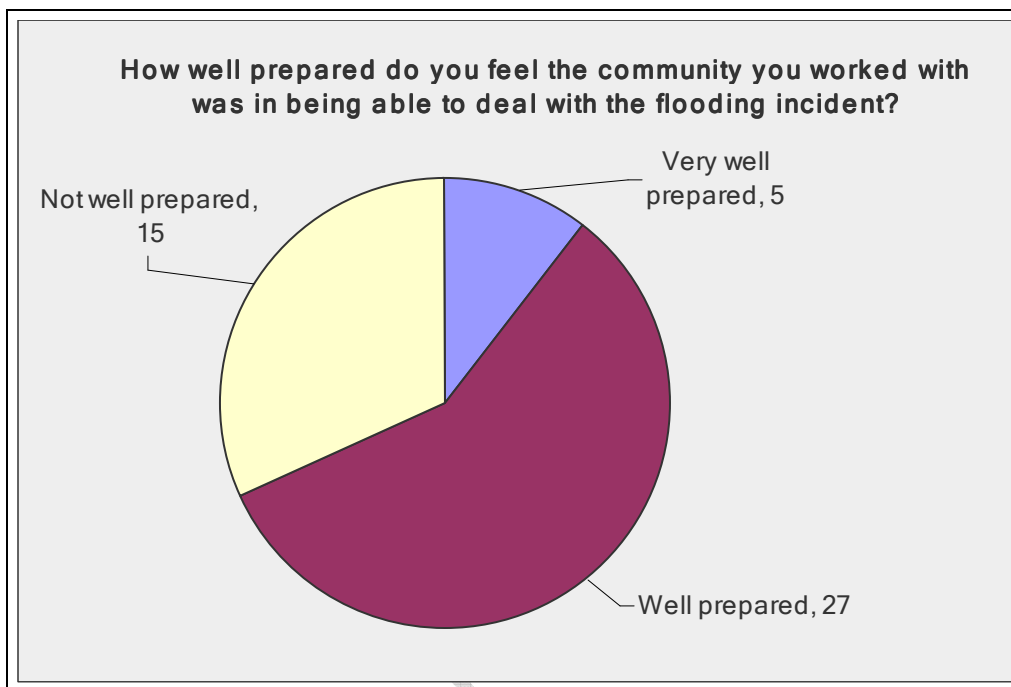
### **FW/Ward/T&PC's Key Points/Comments 5:**

- The impacts of the adverse weather are extensive
- Some impacts are relatively short lived e.g. broken sleep, roads closed. However some e.g. flooded homes, sales of properties and stress can have an impact for a long time.
- The limited access (roads or surrounded by water 5&6) and the feeling of isolation are likely to be linked along with stress/tension.
- Whilst the main action taken in the communities was working together some of the specific actions taken cannot necessarily be resolved by the community alone and therefore consideration should be given to:
  - Monitoring the communities wellbeing in the long term re stress related issues.
  - Keeping access routes open and considering ways to move people around safely in flooded areas without adding bow waves and therefore stress and allowing business to continue as much as possible
  - Working with TVP re road closures, access to residents/businesses and enforcement.
  - Provision of support by way of liaison officers either in the communities directly (Major Incident Support Team) or a single point of contact to call (within limitations).
- Review template for Communities Emergency Plan to ensure some of the actions taken are referred to and encourage communities to consider actions in their plans.

**How prepared were the communities in advance by way of plans, resources and working together?**

A set of questions was set in order to assess how prepared the communities were in advance of the flooding.

**8. Responders were initially asked how prepared they believed their community was?**



**9. Responders were asked to expand on why they believed their community was prepared or not. 30 responders provided information, (5 were not related to the question):**

The responders had prepared by:

- Having a plan in place and people ready to work with it. (3)
- Having a store of sandbags and flood wardens in place in advance (1)
- Worked with riparian owners in advance of winter- (1)
- Had flood defences in place following previous floods (2)
- Let the community know esp those at risk as soon as issues started – leaflets, emails etc. (4)
- Had links with WBC. TW, EA and Lock Keepers. (3)

Where preparation was not so good related to:

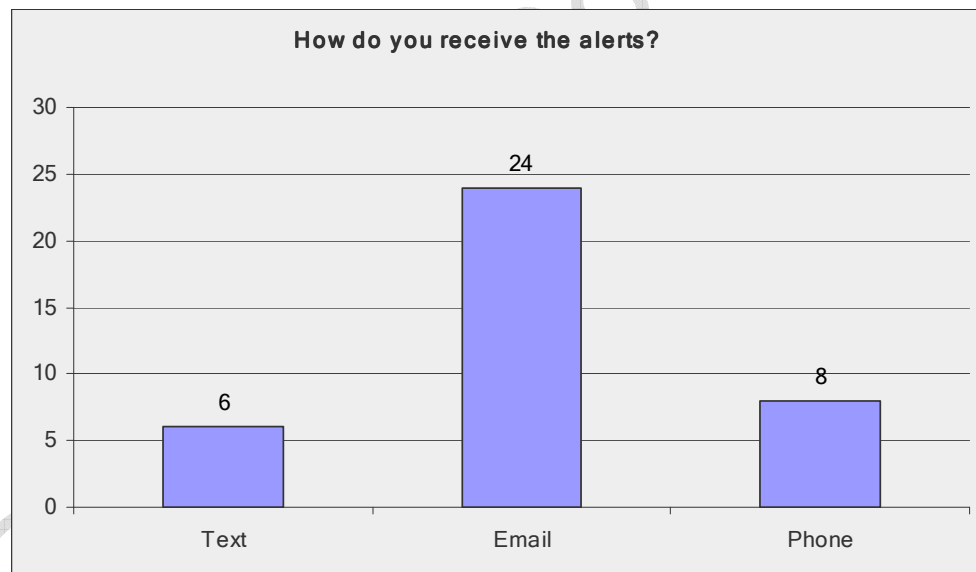
- Were not prepared for 4 months of sewage issues (1)
- Some residents expected everything to be done for them (1)
- Some businesses were not prepared (1)
- Some info from EA did not help the preparations (1)
- Some locations where flooded had not done so in the past so not ready (1)
- More resources necessary (3)
- Few individuals at risk at property level protection.(1)
- The community was slow to get off the mark (2)

10. Responders were asked a number of questions about specific preparations including:

- i. If they were signed up to Floodline and if so in what format they received the alerts.

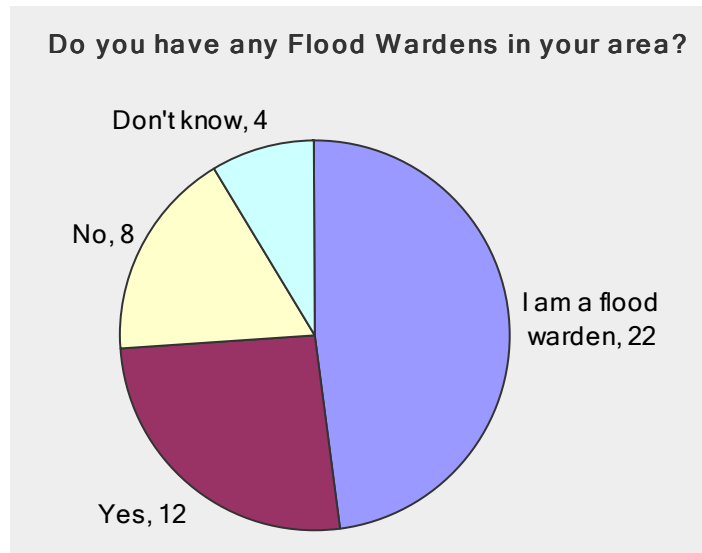


46 responders answered the question with only 29 being signed up to the Environment Agency free Floodline alerting system.



Of those signed up 28 responded to say how they received the alerts. In comparison to residents and businesses who responded to separate surveys the majority (86%) received the alerts by email. This is concerning since alerts are put in place at anytime of the day or night therefore there is a risk that an alert or more particularly a flood warning where properties would be at risk of flooding would be missed.

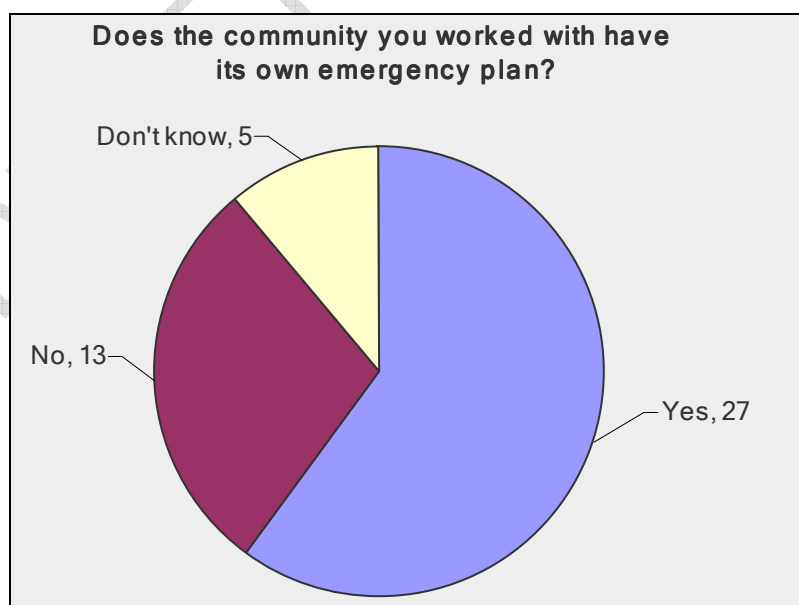
**ii. if they had any Flood Wardens in their area?**



45 responders answered this question. 26% said they had no flood wardens or didn't know if their community had any. This indicates that several of the responses were from the same communities because of the 30 Ward areas there are known to be 9 (43%) wards with Flood Wardens in some or all of the communities.

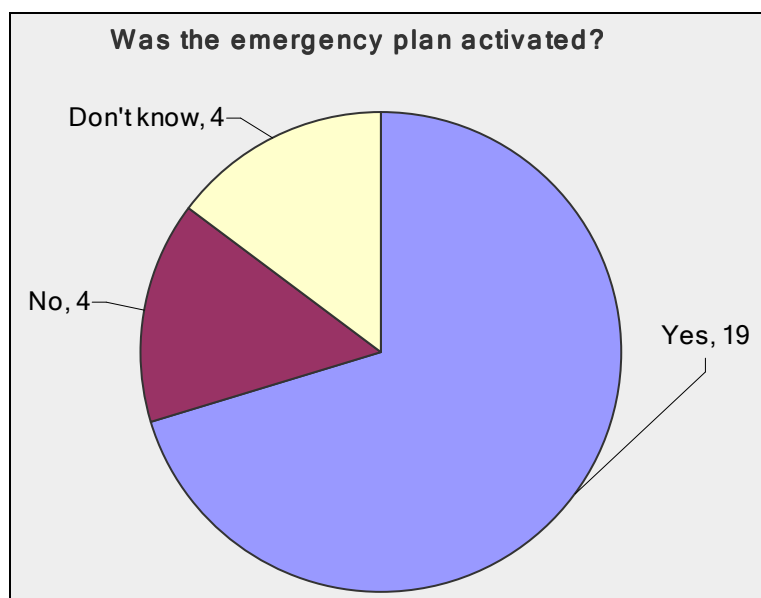
The above therefore also indicates where the flood wardens exist they are known about. However of the 30 wards, 19 of which are in known flood risk areas there are 57% altogether without any wardens and 52% of those wards where flooding is a specific risk.

**iii. If the community had its own emergency plan?**



45 responders answers this question. This also reflects that at least 40% of the Wards do not have Community Emergency Plans. It is also likely that some of the responders were from the same ward area and therefore the percentage of those wards & communities within the Ward areas without Community Emergency Plans.

**iv. Whether the emergency plan activated?**



27 responded to the question which may be considered to be the same 27 that said there was a community plan in their area. However only 19 confirmed that their plan had been activated. This therefore begged the question if they had a plan why was it not activated. This was a gap in the questions.

**v. Responders were asked about the effectiveness of their plans and any improvements?**

17 responded to the question. 3 advised their community plan was effective, whereas 14 said they were reviewing their plans. The areas of improvement suggested are set out below:

Inform the wider community about the plan
Inform the community most at risk what they need to do
Consider the coordination of a response when a long term event
Report into relevant agencies early re emerging issues
Make the plan more specific for some issues
Improve communications within the community
Expand the emergency team and flood wardens
Review resources stored locally e.g. sandbags, washboards, flood defences, pet cages & signs
Consider what work can be done in advance of actual flooding
Push for those at risk to sign up to Floodline
Include flash flood situation in the plan
Consider other issues - make it not just a flood plan e.g. phone, power failures



**FW/Ward/T&PC's Key Points/Comments 6:**

- The majority of responders believed their communities were reasonably well prepared in advance of the adverse weather. However some issues were considered that need to be improved in their community preparations.
- The use of Floodline for the responders to this survey was not high. Potentially because some of the responders are not at direct of flooding themselves.
- There are a significant number of flood wardens across the area of West Berkshire and this grew during the flooding. However his could be developed further to include more members and for other risks and not just flooding.
- There are a number of Community Emergency Plans in existence however they are only in a few communities therefore more preparation in communities should be encouraged to build the resilience in all communities and support those most vulnerable in the community.
- Not all plans were activated, perhaps because they were not in a flood affected area, or because the plans were not clear.
- Existing community plans should be reviewed with some of the lessons identified being considered in their own reviews.
- Support could be provided by WBC by reviewing the template Community Emergency Plan and guidance.

DRAFT

**How well did the communities know what was going on within the community and across West Berkshire and what did they do with the information?**

Information and how it is provided is important in any emergency. Therefore a number of questions were set in order to assess how the information and communication routes were evaluated by the responders:

**11. Responders were asked how they found out what was happening in their community?**

Answer Options	Face to face	Email	Website	Twitter	Facebook	Radio/ TV	Publication
West Berkshire Council	18	43	12	2	1	2	1
West Berkshire District Councillor	13	12	1	0	0	0	0
Local Town/Parish Councillor	22	21	3	0	1	0	1
Flood warden	18	18	1	0	1	0	2
Community group	10	10	0	0	2	0	0
Environment Agency	11	18	12	1	0	2	1
Thames Water	6	7	4	0	0	0	1
Scottish and Southern Energy (SSE)	2	2	6	0	0	1	0
Local media	2	0	1	0	1	10	1
National media	1	0	1	0	0	8	1
	<b>32%</b>	<b>42%</b>	<b>13%</b>	<b>1%</b>	<b>2%</b>	<b>7%</b>	<b>3%</b>

45 responders answered this question,

The table indicates that the largest source of information was from West Berkshire Council via email. This is likely to be due to the fact that throughout the whole period emails were sent to Flood Wardens, Parish Councils and Ward Members.

The next sources of information to these responders was via Town & Parish Councillors and Flood Wardens. Followed by Ward members, the Environment agency and local media.

The most common route of the information was via email followed by face to face.

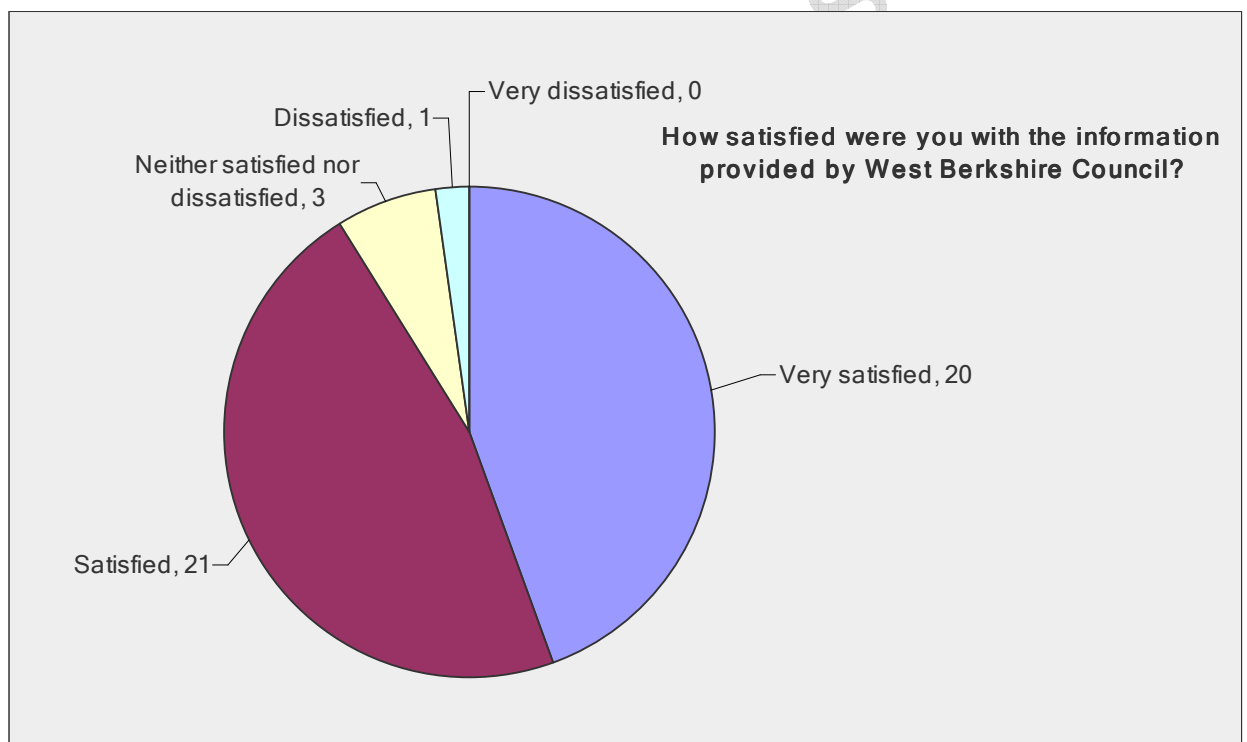
Whilst websites were used they were not used to the same extent as direct information to these responders. Similar to the residential and business survey however social media does not really feature.

Appendix B

On further analysis most of the information was from West Berkshire Council with Local Town/Parish Councillors and Flood Wardens following thereafter as shown below.

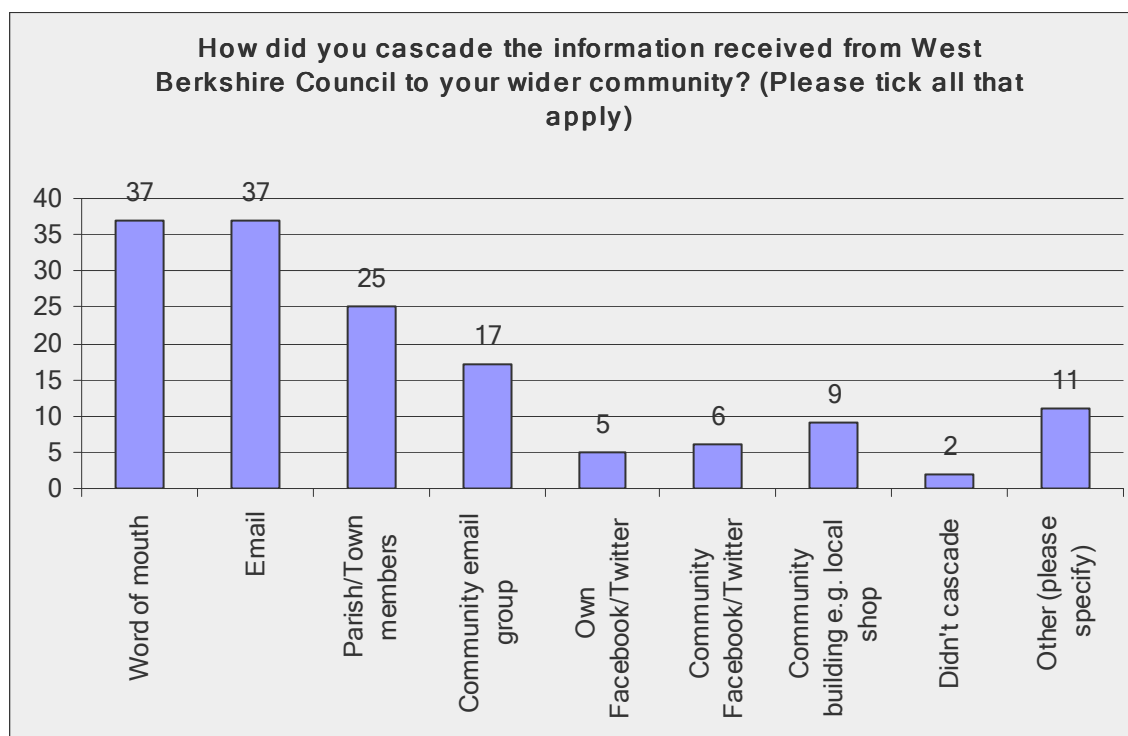
Source of Information to responders	% of total information
West Berkshire Council	26
Local Town/Parish Councillor	16
Flood warden	13
Environment Agency	12
West Berkshire District Councillor	9
Community group	7
Thames Water	6
Local media	5
Scottish and Southern Energy (SSE)	3
National media	3

12. Having regard to the information provided by West Berkshire Council responders were asked to **rate their satisfaction with this information?**



45 responders answered this question with the majority (91%) being satisfied of very satisfied with the information provided. There was one responder who was not satisfied and whilst a small number this suggests there are still improvements to be made.

**13. Emails sent direct to Flood Wardens, Town and Parish Councillors and Ward Members were intended to be passed on in the community as appropriate therefore responders were asked **how they cascaded the information received from West Berkshire Council the wider community?****



45 responders answered this question.

Results show the main communications routes as being word of mouth, email and via other Parish Councillors. (66%)

There was a smaller group of responders using their own or community email groups (11%) with a further 7% using local community social media messaging routes. Therefore despite not being a major means of finding out information from West Berkshire Council social media directly it was being used locally.

6% were also posting the information on local shops/notice boards etc.

Other means of passing the information on in the community included:

- Leaflets (4)
- Posters (3)
- Street Letters (1)
- Door Knocking (1)
- Telephone (1)
- Meetings (1)

Only 1% of responders did not pass the information on therefore 99% was being cascaded out.

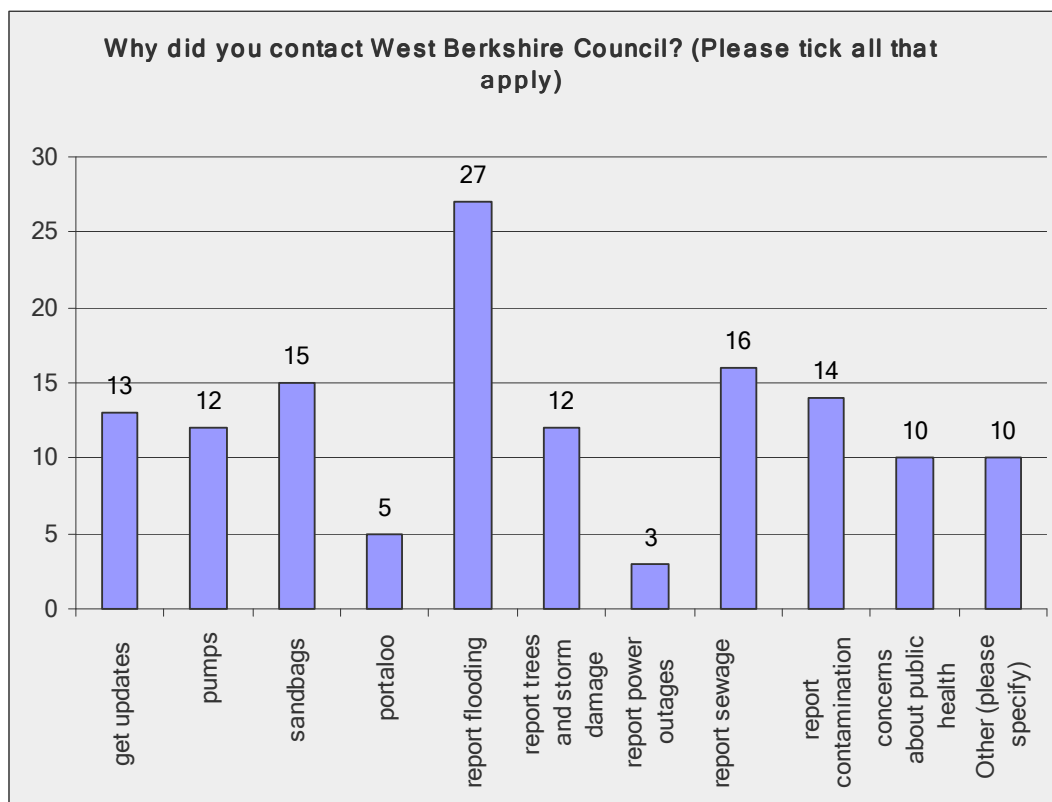
**FW/Ward/T&PC's Key Points/Comments 7:**

- The main source of information was via email from West Berkshire Council.
- West Berkshire Council was the main source of information (face to face/email/website etc)
- Communities including Flood Wardens are important routes of sharing information.
- Social Media did not feature much when sourcing information.
- The utility companies and national media were the least used sources of information.
- The satisfaction rate of the information passed to the responders from West Berkshire Council was very high.
- Most recipients of information from West Berkshire Council passed it on through their communities via a number of routes including community social media groups. Clarity could be provided at the start of the emails as to what is expected of the recipient.
- It is important to get messages out to as many recipients as possible therefore all routes need to be considered, including social media especially if this can be linked into local community social media groups.
- Communities should consider their communication opportunities in their community to ensure information is spread as far as possible.
- Utility companies are recommended to review their communications to the community to increase their engagement.

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**14. Responders were asked if they contact West Berkshire Council directly and if so why and to rate their level of satisfaction?**

34 of 46 responders contacted the Council during the floods. The reasons for contacting the Council were:



These calls can be split into a number of areas:

- To report flooding or storm damage. (28%)
- To request for resources by way of pumps, sandbags and portaloos (16%)
- To get updates (9%)
- To report issues which are not WBC responsibilities (power outage/sewage) – (19%)
- To report contamination and public health concerns (18%)

Other issues reported to the Council included:

- To request road closures (3)
- To request road to be opened(1)
- Report damage to road (1)
- Provide feedback and discuss specific actions (4)

The majority of contacts were relevant directly to the Council responsibilities with the exception of the supply of resources – unless for wider community benefit; and the issues with the utility companies. That said it was important to get the information directly from those leading in the communities so action could be taken.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Phoned customer services during the day	5	12	3	0	0
Phoned emergency contact centre out of hours	5	6	8	0	1
Phoned Emergency operations Centre	6	12	3	1	0
Email	10	7	2	0	0
Online reporting	2	4	4	0	0
Other	1	2	2	0	0

The majority of the 31 responders to the question as to their satisfaction with the service provided were satisfied or very satisfied (75%) however 2% were dissatisfied or very dissatisfied. These relate to one contact each to the EOC and the Out of Hours Contact Centre therefore statistically very low. However the Out of Hours Contact Centre also had a lower satisfaction than other means of contact with the Council in the Residents survey and therefore needs to be reviewed.

#### FW/Ward/T&PC's Key Points/Comments 8:

- There appeared to be a better understanding of the roles and responsibilities of the Council when making contact than the residents survey.
- The satisfaction with the customer service was very high.
- The Out of Hours Contact Centre service should be reviewed.

#### What would the responder to the survey do differently and what would they suggest the Council does differently in the future.

**15.** Responders were asked **what, if anything the Council could do differently the next time.**

45 responded to this question with 30 (67%) suggesting that the Council could do things differently the next time.

## Appendix B

The themes pulled from the responses include:

<b>Suggested Improvement</b>	<b>No of Responders</b>
Improve communications including website with accurate information	6
Maintenance of Ditches and Gulleys	5
Review Sandbag Policy	4
More Local Authority Liaison Officers in affected areas	4
More joint working with other agencies	4
Put pressure on Thames Water	3
Speed up the overall response	3
Resources – more pumps and portaloos	2
Put pressure on the Environment Agency	1
Have more flood engineers	1
Encourage more volunteers and train them	2
Clarify roles and responsibilities	1
Encourage Property Level Protection	1

### **FW/Ward/T&PC's Key Points/Comments 9:**

- Some of the improvements may not be directly related to the Council e.g. maintenance of many ditches are the responsibility of the land owner and not necessarily the Council, pumps and portaloos are not necessarily the best option nor the responsibility of the Council. More work to promote the responsibilities should be undertaken.
- The communications should be reviewed and improved including how it will operate effectively in emergencies to ensure up to date at all times including website,
- A comms/Information management person in EOC to facilitate the above.
- The sandbag policy should be reviewed, amended as necessary and widely promoted as to what the Council will and will not do.
- A review of how the Council can support LALO's in communities in resource terms.
- Whilst there has been a lot of joint working with agencies across the Thames Valley more joint working at local level should be considered.

**16.** Responders were asked **what, if anything they would do differently the next time**

Of the 46 responders 61% said they would do things differently the next time.

The 33 responses have been summarised as set out below:



**More preparation in advance by:**

Working with flood forums, developing or reviewing plans, working with landowners & WBC about clearance of ditches, gulleys etc, encourage property level protection.  
Reviewing local resources such as pumps, sandbags, camping toilets etc.

**Community Engagement actions** including:

Publishing the Community Emergency Plan, getting more volunteers; spare batteries for phones; ensuring they are prepared with logs and on a rota so not so exhausted.

**Improve communications within the Community by:**

Getting out into the community, find more suitable notice board points,

**Improve Liaison with:**

Communities up and down stream, other responding agencies and engage early to emerging issues.

**FW/Ward/T&PC's Key Points/Comments 10:**

- The responders have taken time to consider their own issues and communities to see how they can improve for the future which is positive.
- National support should be provided more in relation to property level protection.
- The Council should continue to work with all the Flood Forums to encourage good practice and support where possible with actions.
- The Council should review the Template Community Emergency Plan to take into account comments made to support other communities with their plans.

**17.** Finally responders were given an opportunity to provide any other information not already covered. 23 points were made which are summarised below.

A recognition that all events are slightly different but that we can learn each time. 8 responders gave positive feedback as to how WBC responded and supported however 5 responders confirmed the need for action in some specific areas. There was also recognition of good community spirit and that flood wardens did a great job.

Some specific points raised included:

- The Env Agency website was often out of date with the levels
- Thames Water response was not good
- Clear up esp of sandbags in some areas could have been quicker
- Still concerns about the health/infection issues with flooding.

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## Business Survey Report

Consultation questions were posed to responding businesses in order to help identify potential areas of improvement in the way the Council responds to emergencies, to gauge how businesses viewed the response of the Council and other agencies; to assess the effectiveness of their own Business Continuity Plans and to assess what businesses did for themselves or their community this time and would consider doing in the future. A number of questions were set in order to determine these points. All the responses were inputted into the online survey directly by responders.

A total of 9 business responded to the survey, however for the majority of questions only 6 actually responded which makes it very difficult to make any statistical conclusion. To put into context there were over 35 business flooded at least and there are in the region of 13,500 businesses in West Berkshire. Therefore only 0.07% responded.

Of the responders that gave details of their location they were from the Lambourn Valley (3) and Streatley (1), areas which were flooded.

2 were micro business (0 – 9 employees) and 3 were Small and Medium Enterprises (10 – 249 employees)

Regardless of the small response from businesses below is the analysis of the responses including in the case of free text answers, key and recurring points are presented

### To what extent were the responding businesses affected by the flooding and how do they feel about it?

1. Respondents were asked to confirm *what caused the flooding in their area* from a choice of options. They could choose more than one option.

Reason for flooding	No of responders
Don't know	1
Groundwater (when the water table rises)	6
River water (when the river bursts its banks)	2
Surface water (when rainwater is unable to drain away)	4
Sewage	2
Other (please specify)	1

8 businesses responded to the question.

In relation to the other comments these relate to not being flooded,

#### **BUSINESSES Key Points/Comments 1:**

It is important for businesses to understand the flood risks they could be faced with, and any other risk, in order that they can prepare a response to ensure they can continue operating.

2. On asked what the **effects of the flooding** was on the responders were:

Answer Options	Response Count
Property became an island (surrounded by water)	2
Property flooded internally (working space)	5
Restricted access routes	6
Restricted water supply	0
Sewage issues	2
Staff unable to get to work	3
Other (please specify)	3

8 businesses responded.

The greatest impact was the restriction on access routes followed by being flooded internally. The knock on effect of this was limited access to businesses, including staff and therefore a financial impact.

This financial impact included having to leave premises; cancelled events and not being able to work on water logged ground.

The comments made with respect to other impacts included limited access by customers/parking etc, not being affected and flooded drains.

**BUSINESSES Key Points/Comments 2:**

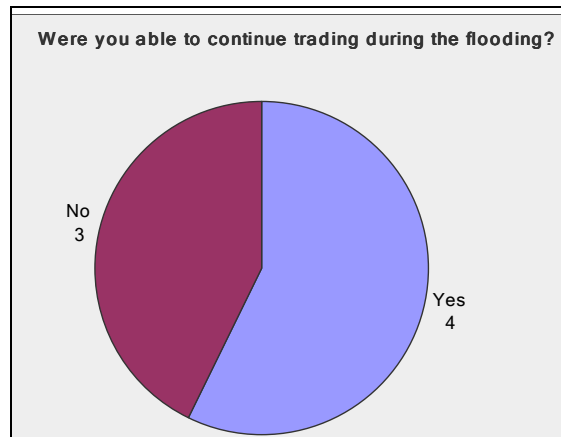
- The impacts on businesses is similar to residents
- The financial losses can be significant due to the knock on effects of the flooding e.g. clients not getting access etc

**How prepared were the responding businesses for flooding/adverse weather?**

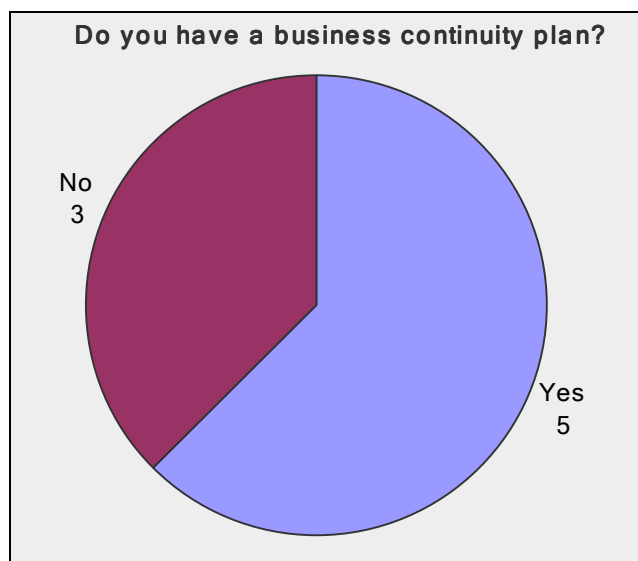
In order to capture how prepared businesses were to flooding or indeed other incidents a number of questions were posed.

3. Responders were asked to confirm **if they continued trading or not during the floods.**

7 businesses responded to the question, 4 continued, 3 did not.



4. Responders were also asked if they had a **business continuity plan**.



Of the 8 responders 5 confirmed yes.

5. They were then asked **if they activated their business continuity plan?**

Answer Options	Response Count
Yes	2
No	2

Only 4 businesses responded with a 50:50 split in the activation of the plans.

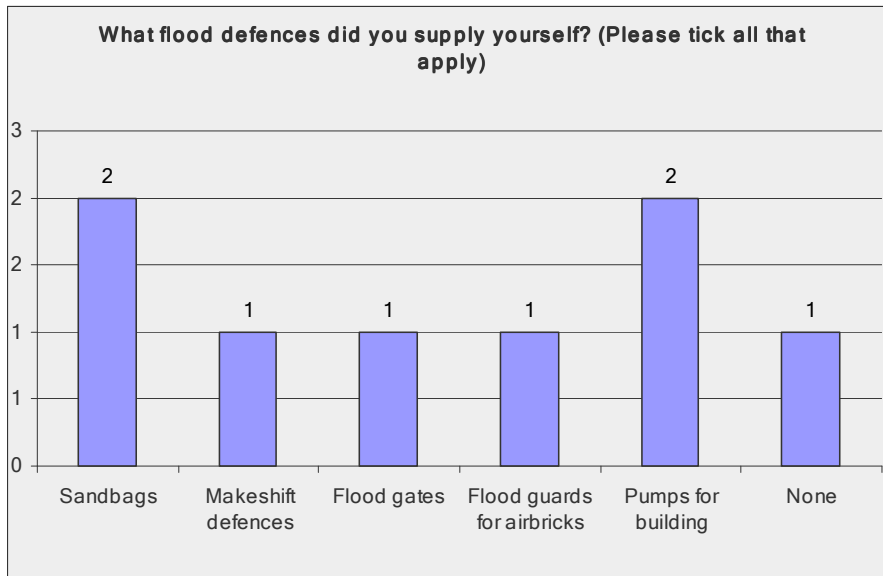
6. Responders were asked **if their business continuity plan had been effective?**

Only 1 business responded to confirm it had been effective.

7. Responders were asked to confirm what **flood defences responders supplied themselves.**

6 businesses responded to the question.

## Appendix C



The responses could be split into the same categories as the residents' survey i.e.:

- Businesses with prior preparation by way of property level protection which would require planning and purchase in advance (4)
- Businesses who took immediate actions during the event - includes sandbags etc (3)
- Businesses who used no flood defences – this was referred to in the comments and was due to the wide area affected (landowner) .

### 8. Responders were asked if they were **signed up to receive flood alerts from Floodline** and if so in **what format they received the alerts**.

Answer Options	Response Count
Yes	3
No	3

6 businesses responded with only 3 receiving alerts

Answer Options	Response Count
Text	1
Email	3
Phone	3

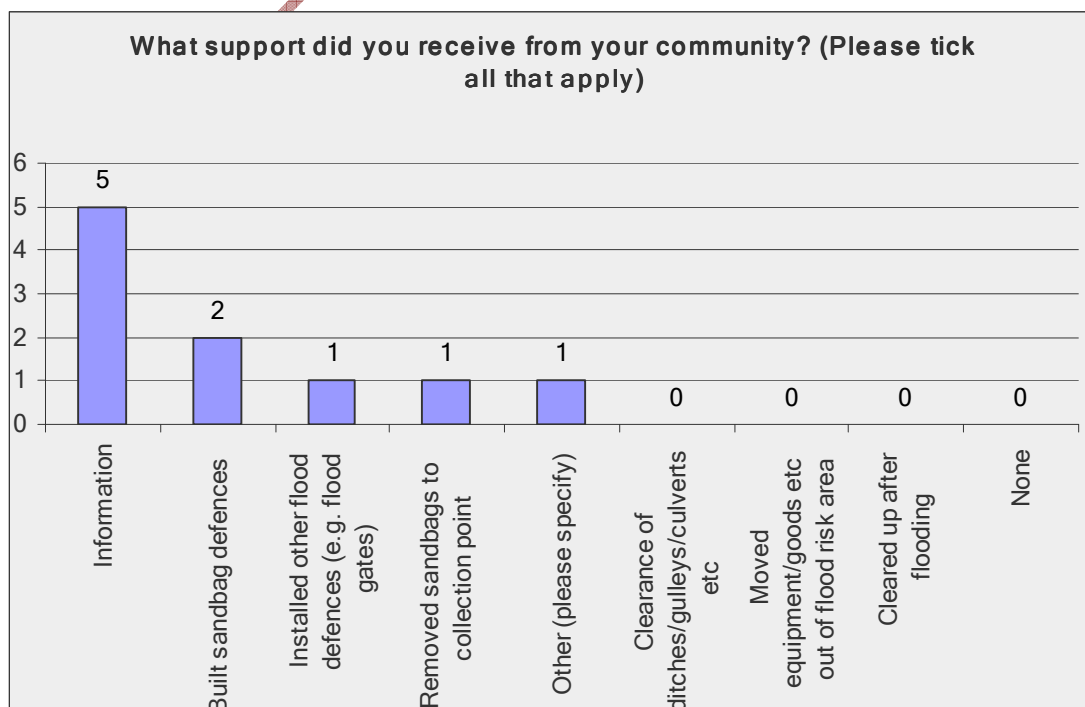
Of the 3 that received the alerts then all 3 received the alerts via email and phone calls, one also received alerts via text message.

**BUSINESSES Key Points/Comments 3:**

- From this survey more than half the businesses stopped trading during the floods.
- It is not known from this survey the potential losses experienced
- The responses to the Business Continuity questions suggested a gap in knowledge and understanding of business continuity. This was reflected in the fact that 50% of the 6 responders indicated they would like advise and support to develop their plans.
- The responses to the provision of preplanned flood defences and signing up to floodline alerts suggest that the businesses had not undertaken a full review of the potential risks to their businesses and therefore their Business Continuity plans would be flawed.
- Whilst this is a small survey it is worrying since the impact on the business is significant if they have to stop operating for even short periods of time. In order to find out more as to what support businesses need to improve their resilience a more detailed wider survey is recommended.

**What support did the responding businesses get or provide to the local community?**

9. Responders were asked **what support the businesses received from their communities?**



## Appendix C

6 responded to the question. The main support provided was by way of information (5). Other support was by way of building and removing flood defences. Other support was provided by the community by way of loan of equipment e.g. pumps and provision of car parking to allow business to continue.

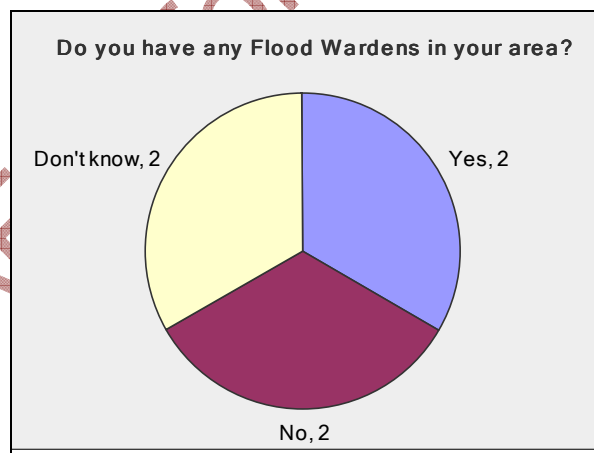
Without knowing what the business type it makes it difficult to assess whether the businesses responding were integral to the communities and therefore efforts were made to support them it was interesting to note that the biggest support was by way of information suggesting the route of information flow is essential in communities.

### 10. Responders were asked **what support they provided to their community.**

Answer Options	Response Count
Provision of drop in centre	0
Provision of refreshments	0
Other (please specify)	1
Provision of equipment	2
Unable to help	3

6 businesses responded with 50% (3) stating they were unable to help whilst others provided equipment or with respect to other this related continuing to work with their patients.

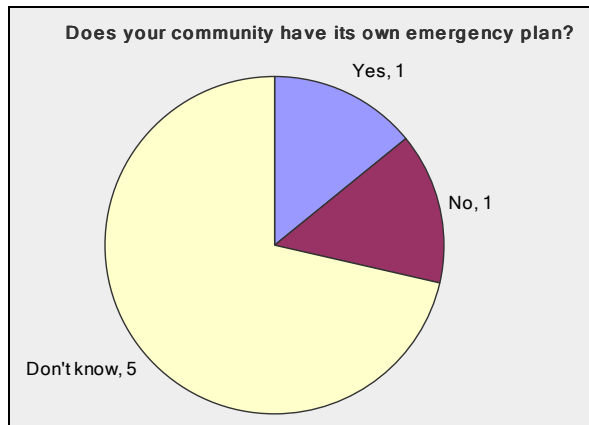
### 11. Responders were asked if they knew if there **were any Flood Wardens in their area**



The response was split evenly by the 6 responders.

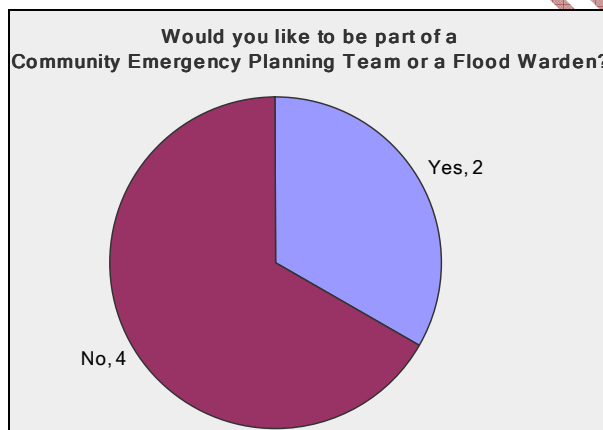
### 12. Responders were asked if they knew **if there was a Community Emergency Plan in their area and if so whether it was activated?**





From the 7 responders, the majority (5) did not know. The 1 responders who knew there was a Community Emergency Plan also knew it had been activated.

**13. Responders were also asked if their business would like to be part of a Community Emergency Planning Team or Flood Warden?**



**BUSINESSES Key Points/Comments 4:**

- All of the responses suggests that the responders to this survey are not very involved with their community or due to their size (3 of 5 businesses have less than 10 employees) they cannot be involved easily in some incidents when they are affected themselves.
- Regardless it is still recommendation to any community developing a Community Emergency Plan to ensure they include businesses in their plans, not least since they can support the community and the support these businesses may need from the community..

**Where did the businesses get their information about what was going on and how did they rate it?**

## Appendix C

From the responses earlier one of the main support the community gave the businesses was in relation to information. Businesses are no different to residents and therefore with information can plan and respond.

### 14. As a result the responders were asked **how they found out what was happening in their community?**

Answer Options	Face to face	Email	Website	Twitter	Facebook	Radio/TV	Publication	Not applicable
West Berkshire Council	2	2	3	0	0	0	0	0
West Berkshire District Councillor	1	1	0	0	0	0	0	0
Local Town/Parish Councillor	1	1	0	0	1	0	0	0
Flood warden	2	0	0	0	1	0	0	0
Community group	0	0	0	0	0	0	0	0
Environment Agency	1	1	3	1	0	0	0	1
Thames Water	0	0	1	0	0	0	0	1
Scottish and Southern Energy (SSE)	0	0	1	0	0	0	0	1
Local media	1	0	2	1	1	2	1	1
National media	0	0	1	0	0	2	0	1

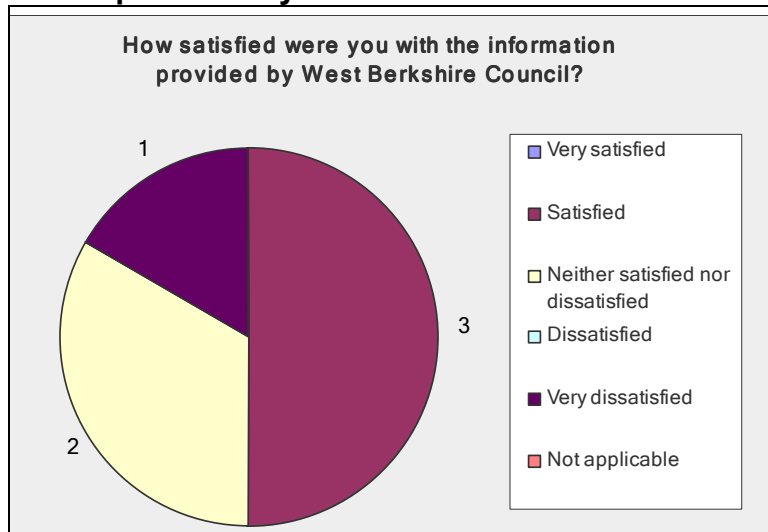
6 businesses responded to the question

Whilst a much smaller sample the responses were in line with those provided by residents when asked the same question.

#### **BUSINESSES Key Points/Comments 5:**

- Communications in an emergency with accurate information is essential
- The community information updates was most commonly spread by the communities, face to face or via email.
- Council, EA and TW websites were used for updates to a lesser extent.
- Local media, TV and radio were used.
- Social media was not a commonly used means of communication.
- In order to get the same message out to all about what is happening in communities in emergencies then a suite of formats needs to be used including some of those sources identified in the response.
- Residents do wish to get information directly in their community and therefore finding means to increase that conduit should be considered which gives sufficient factual detail of each community.

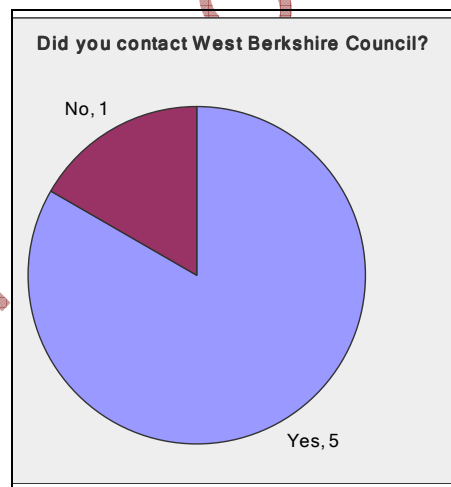
**15. When asked how satisfied the responders were with the information provided by West Berkshire Council.**



From the 6 responders only 1 was very dissatisfied.

**What support did the responding businesses get from West Berkshire Council and how did they evaluate this support.**

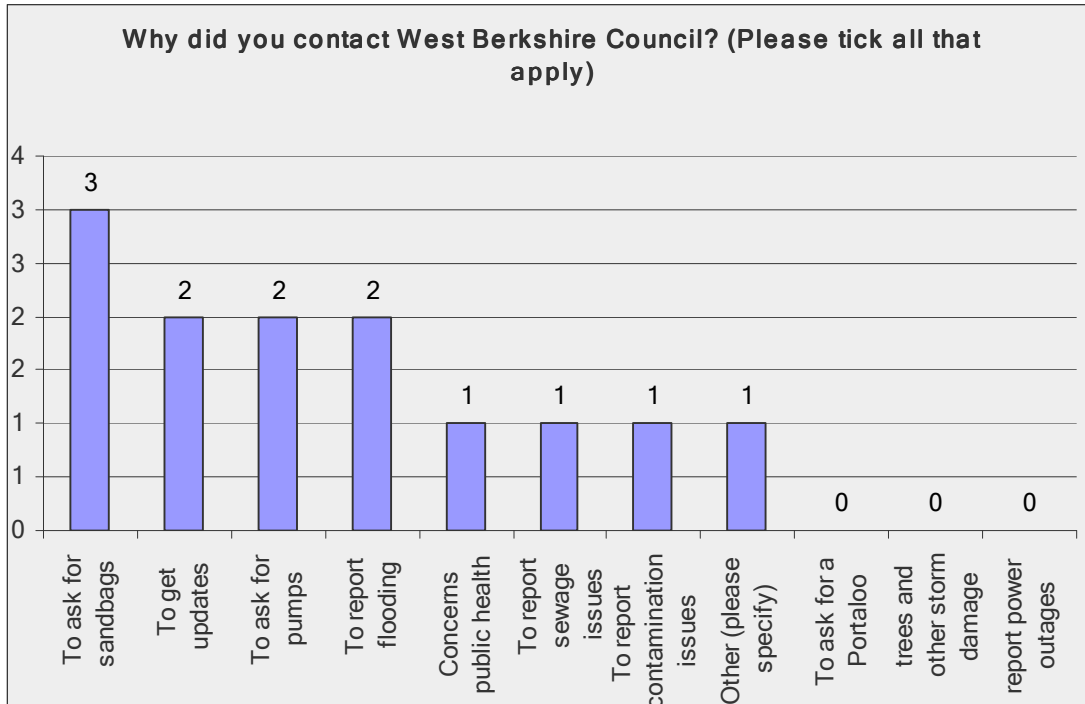
**16. Responders were asked if they contacted the Council during the floods?**



6 responded with 5 confirming they contacted the Council.

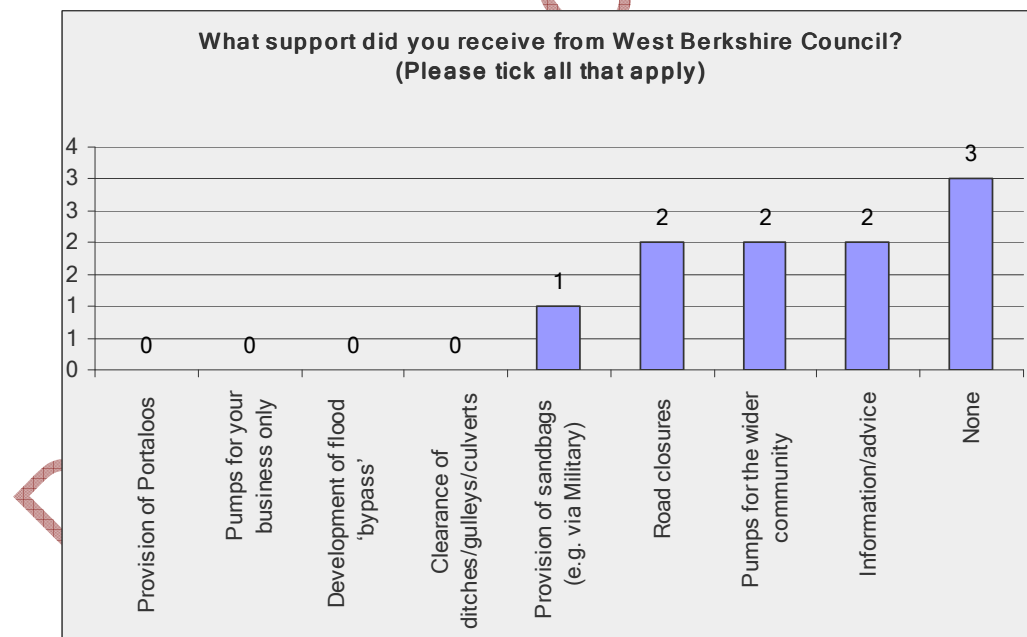
**17. Responders were asked why they contacted the Council.**

Appendix C



5 responders answered the question with a spread of requests made. The other was in relation to report a badly damaged road.

**18. Responders were asked what support they received from the Council?**



5 businesses responded to this question.

**BUSINESSES Key Points/Comments 6:**

- Both the contact and support provided to businesses included:
  - Provision temporary flood defences (sandbags) suggesting that businesses had not taken flood risk seriously for their premises.
  - Provision of information and updates suggesting the communication routes in communities and the information provided by the Council was insufficient or not getting to the whole community.

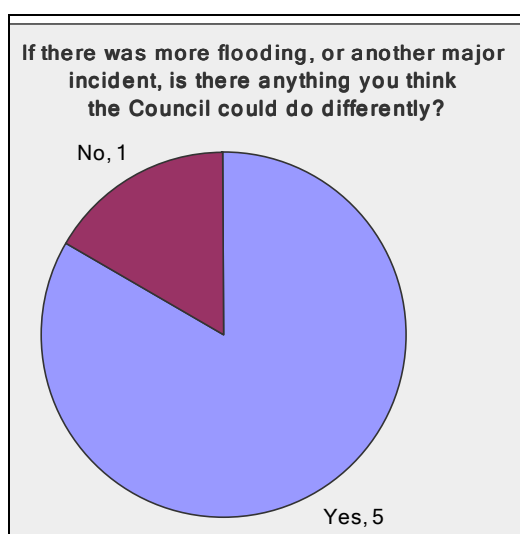
**19. Responders were asked how they contacted the Council and to provide a level of satisfaction with the customer service provided?**

Answer Options	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Phoned customer services during the day	1	1	0	0	1
Phoned emergency contact centre out of office hours	0	0	0	1	1
Phoned Emergency Operations Centre	0	0	0	0	0
Email	0	1	0	0	1
Online reporting	0	1	0	0	1

5 businesses responded. Due to the small survey however there is no clear trend or analysis to be made.

**What would the responding businesses do differently and what would they suggest the Council does differently in the future.**

**20. Responders were asked whether they believed there was something else the Council could do and if so what.**



## Appendix C

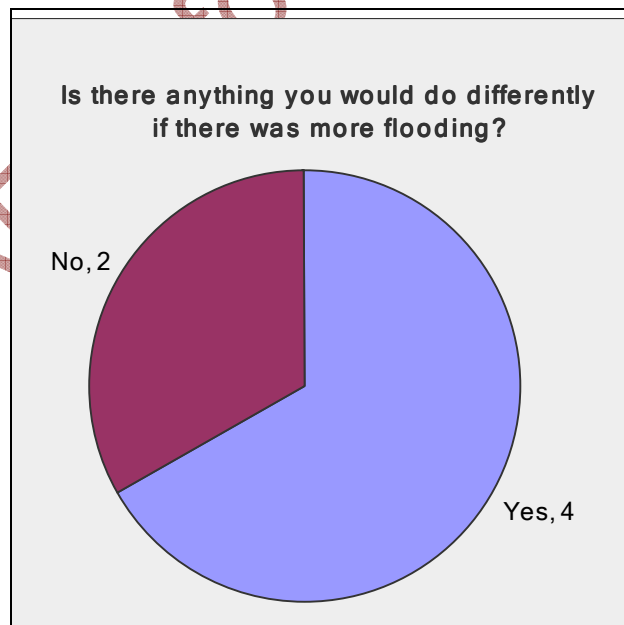
6 businesses responded with 5 saying yes.

The suggestions are summarised below:

Start drainage and flood relief work prior to the flooding starting.
Provide support by officers being in the communities assessing the situation and getting information from the community.
Improve communications
Provide sandbags at strategic locations.
Get an alternative route for the water installed before the next event
Providing pumps would be welcome
Signs at Northcroft explaining the area was designed to flood to protect homes, it was not safe to play in as it may contain raw sewage etc.
Signs explaining why this was being done esp if unmanned pumps are in situ..

From the above responses it is clear in some cases that there is a lack of understanding about the responsibilities of the Council and businesses and indeed the priorities of the Council in any response which is in relation to life and limb of humans and those who cannot help themselves – the vulnerable. There is therefore a process of awareness that needs to take place to provide this information along with advising businesses about business continuity.

**21. Responders were asked if they would do something differently the next time and if so what?**



6 responded to the question with 4 stating they would do things differently the next time.

## Appendix C

- 2 responders advised they would be seeking means of installation of flood defences or planning for a similar event this year
- 2 advised they would contact the Council and keep doing so until they got a response or helping less in the community.

### **BUSINESSES Key Points/Comments 7:**

- There are high expectations as to what the Council should do.
- There is lack of knowledge about roles and responsibilities including those of businesses.

DRAFT - for Consultation

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<b>Service</b>	Adult Social Care
<b>Completed by &amp; title</b>	Tandra Forster, Head of Adult Social Care Stephen Stace, Service Manager Provider Services
<b>What effect did the adverse weather have on your service?</b>	<p>Resource requirements from the service to deliver the following support:</p> <p>Senior management engagement in delivering the response through the EOC</p> <p>Attendance the Flood Bus</p> <p>Provision of information about vulnerable people at risk in the community</p> <p>Engagement with the external homecare and residential market to ensure they were able to maintain service</p> <p>Support for a small number of vulnerable adults who had to be temporarily re-housed as a result of the flooding</p> <p>Setting up of rest centre in the Phoenix Centre</p> <p>In-house teams focussed on the most critical activity to ensure overall service delivery was maintained</p> <p>Additional support to help to enable vulnerable people attend hospital appointments e.g. liaison with transport services</p> <p>Joint working with, ASC provider services, Sovereign and military units attached to flood support to complete 'door to door' engagement activity making sure people were kept up to date with the latest position and identifying if anyone needed more support.</p>
<b>What plans did your service have in place beforehand to help manage the impact of the severe weather?</b>	<p>Business continuity plans which set out details of how each element of the service would respond in an emergency. This included ensuring appropriate information was made available to EOC, engagement with key stakeholders e.g. external providers to ensure they would maintain service provision. Impact of the weather was mitigated because the majority of our services were not in affected areas.</p> <p>Flood protection was put in place at the Willows care home and Greenfield Resource Centre. In-house re-ablement team had access to 4x4 so were able to maintain service delivery. We contacted the most vulnerable either by visiting or telephoning to ensure they had appropriate support in place. We also maintained contact with external providers to ensure they had identified the most vulnerable.</p>
<b>Of the actions that you had planned, what worked well?</b>	We had a appropriate plans in place to identify the most vulnerable , this helped not only with ensuring they had appropriate support in place but also allowed us to share information with the police where a property was not occupied because individuals had moved to be with family for the period of the flood.

	<p>Setting up the rest centre in the Phoenix, staff appropriately trained so geared up ready to respond. Phoenix worked well because it had the required facilities.</p> <p>Staff trained appropriately to provide EOC support and to respond to requests from the Welfare lead.</p> <p>Access to 4X4 transport enabled us to reach people in rural areas where required.</p>
<b>What worked less well or would you change for future events and why?</b>	<p>Communication around business continuity, it was not formally declared so residents not impacted by the flooding were expecting 'business as usual'. Agree a communications plan with senior management to ensure relevant discussion/contact was held with stakeholders and residents.</p> <p>Increase the number of staff who are trained to support the EOC.</p>
<b>What changes, if any, were made to your plan in response to events and what effect did they have?</b>	<p>None at the time.</p>
<b>Please outline any other comments that you may have for the Commission.</b>	<p>NA</p>

<b>Name / Community</b>	Pang Valley
<b>Completed by</b>	Kay Lacey/Brian Connorton/Mark Richardson
<b>What effect did the adverse weather have on your community?</b>	<p>Flooding of properties both internally and externally. Businesses had to close for a period of time. Distress/disruption to residents.</p> <p>External flooding also included flooding of septic tank systems which meant they could not be used/ residents had to vacate properties. Access very difficult to some properties due to flooding.</p> <p>Flooding of local roads leading to closure in certain cases and traffic disruption. Bow wave flooding of adjacent properties.</p> <p>Local GP surgery had very limited access – no parking due to flooding of car park, plus very limited access by able bodied pedestrians only over narrow pathway. No access for wheelchair bound.</p> <p>In a number of villages the waste water system was overwhelmed by rainwater/groundwater and the toilets/showers etc could not be used. Residents had to use portaloos in the streets for some weeks.</p> <p>Pumps in TW pumping station in Stanford Dingley failed due to poor maintenance &amp; electricity outage, with knock on effect on sewage system causing flooding in main road from sewer overflows and locally in gardens.</p> <p>East Ilsley experienced a failure of both surface water drainage and sewer systems – resulting in the flooding of properties. In addition the Thames Water pumping station failed and the back up generator also failed.</p> <p>Critically specific elements of the community are still feeling the impacts of the flooding. Many homeowners are still not back in their properties (most at least 6 months away from re-occupying). There is a significant fear that we will see a repeat this winter as no preventative works have been carried out.</p> <p>Whilst WBC and Thames Water have carried out surveys of the water systems there is no indication of what if any works will be done, as preventative measures and communication from the agencies remains astoundingly poor.</p>
<b>What plans did your community have in place beforehand to help manage the impact of the</b>	<p>A number of the communities had Flood Wardens already in place, and others have since appointed them. Where possible, Flood Wardens advised those in Flood Risk areas to take precautions, sign up to FloodLine Direct, get their own flood defences eg sandbags, compost sacks, air brick guards etc. The Flood Wardens monitored the situation and were in communication with both Civil Contingencies at WBC and their affected</p>

<b>severe weather?</b>	residents. In certain cases they helped deploy sandbags. A number of communities have Flood Plans in place, but it should be noted that each flood event is different and it is not always possible to follow a plan previously devised, or to anticipate quite what problems will occur. Communication within the community and with the WBC and the other agencies is the most important issue at times of Flooding or other emergencies.
<b>What worked well?</b>	<p>Inter-community communication and briefing notes issued by Carolyn/Civil Contingencies. Local flood plans, deployment of Flood Wardens.</p> <p>A huge services intervention and the feeling that help was at hand</p>
<b>What worked less well or would you change for future events and why?</b>	<p>Sandbag scenario! The general public are still very reliant on sandbags and we need to get some clarity on this issue. They are still regarded as a bit of a “cure all” and it is the first thing they want to get hold of if they feel their property is at risk. The difficulty is that they are not easy to get hold of quickly when needed (they are not stocked in ironmongers etc), are not effective unless used with plastic sheeting anyway, and in many cases other things could be more effective. However they fall into the “ we’ve paid our council taxes so they should be provided” category and they are also the thing that you see on the TV when there is flooding anywhere. People feel that if they’ve got some sandbags then they will be alright! The media also need to be educated in what advice to give out in times of flooding. We were advising residents to use bags of compost and plastic sheeting, which works well, only to hear this being ridiculed on Radio Berkshire.</p> <p>We and WBC need to have details of where pumps, sand or other floodbags or other flood defence equipment can be obtained if needed in times of emergency.</p> <p>Communication from Thames Water. They did not get people on the ground when they promised they would and there was little or no communication from them.</p> <p>We need access to road signs saying “Danger Fast Flowing Water” and “Danger Deep Water” which would need to be deployed where roads can’t be closed due to access requirements or because not owned by WBC— eg private road to Waterside House by Wharf in Pangbourne</p>
<b>What special arrangements, if any, were implemented in response</b>	Pumps were brought in from outside the County to help with pumping water through the villages in Compton, West and Ilsley. They helped hugely and were vital in keeping the level of groundwater manageable within

<p><b>to events and what effect did they have?</b></p>	<p>those villages.</p> <p>There was significant services intervention in East Ilsley and the help was hugely welcomed. However there is a view that it was not as effective as it could have been. Pumps were sited in the wrong place due to the unavailability of pump bridges to allow cars to pass over the hoses</p> <p>The help was a little misdirected. Communication and information was poor especially from Thames water.</p> <p>Flood plans need revamping and re-creating in line with the resources available to maximise the effectiveness of any relief efforts. This needs to be done with the help of WBC and is in hand I believe</p>
<p><b>Please outline any other comments that you may have for the Commission.</b></p>	<p>As yet, there is not an overall integrated flood control plan for the Pang Valley aimed at maximising flood plain storage and minimising flood risk to villages.</p> <p>My biggest concern is the lack of any remedial action being undertaken. Surveys of the water systems have been completed however there is no communication of the findings or the consequent actions. Despite these concerns having been raised a number of times (and actioned in the PVFF) there is no improvement in the flow of communication – to be specific these agencies are WBC, Thames Water and the EA – and I don't think this is acceptable</p>

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