

Name / Community	Pang Valley
Completed by	Kay Lacey/Brian Connorton/Mark Richardson
What effect did the adverse weather have on your community?	<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 & 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>
What plans did your community have in place beforehand to help manage the impact of the	<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>

severe weather?	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.
What worked well?	<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>
What worked less well or would you change for future events and why?	<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>
What special arrangements, if any, were implemented in response	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>to events and what effect did they have?</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>Please outline any other comments that you may have for the Commission.</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>