

## Agenda Item 8

<b>Executive Member</b>	Councillor Chris Townsend
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<b>Ward (s) affected</b>	
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<b>Subject</b>	Review of Mole Valley District Council's Response to the Floods of Winter 2013/14.
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### RECOMMENDATIONS

The Executive is asked to consider the outcomes of the review and the attached improvement plan, and if necessary, to advise officers of any additional points to be considered for inclusion in the plan.

### EXECUTIVE SUMMARY

Mole Valley District Council (MVDC), with other partners, provides an essential role before, during and after an emergency in protecting and supporting our residents. During the winter of 2013/14, several locations across the district were affected by flooding and severe weather. In response to these incidents, MVDC implemented its emergency plans in order to respond to the needs of our residents, and put in place a recovery plan to help residents and businesses return their lives, homes and businesses to some level of normality as soon as possible.

On 4<sup>th</sup> March 2014, MVDC's Strategic Leadership Manager gave a presentation to MVDC's Scrutiny Committee on the role MVDC played in supporting our communities during the floods. This report outlines the work officers have been doing since then to continue our support to those affected by the floods.

Following the events, MVDC has reviewed its efforts during and after the emergency. The review has identified a number of things that worked particularly well during the emergency and recovery phases. It has also identified specific challenges presented by the flood events, particularly in relation to the timing of the major flood event (on Christmas Eve), the prolonged nature of the threat and the geographical spread of the flooding. Following any emergency event it is best practice to identify ways in which we could improve our plans and responses to support better our communities. This review presents a summary of the actions we are implementing to improve further our emergency plans and flood prevention (Appendix A).

### CORPORATE PRIORITIES

**ACCESS TO SERVICES****Helping residents to access the services they need**

1. Improve the way we engage with our Customers and listen to our communities.
2. Work with our partners to provide the right services to our local residents.

**ENVIRONMENT****Maintaining the character and environment of Mole Valley**

7. Work with our partners and residents to respond to the impact of flooding on communities.

**VALUE FOR MONEY****Delivering quality, value for money services**

11. Review the way in which we provide our services to ensure that they are focused on what matters, deliver against our priorities and thereby develop a culture of innovation across MVDC.

**The Executive has the authority to determine the Recommendations.**

**1.0 BACKGROUND/INTRODUCTION****1.1 Mole Valley District Council's role in emergency planning**

Mole Valley District Council (MVDC) maintains a comprehensive suite of emergency plans in anticipation of a range of potential emergencies within our community. Our role is to assess the risk of an emergency occurring in our area; maintain and put in place emergency plans when an emergency occurs; warn, inform and advise public in the event of an emergency; and, co-operate with other local responders during an emergency e.g. police, fire and rescue, Surrey County Council (SCC) and the Environment Agency (EA). We also maintain business continuity arrangements to ensure we can continue to provide services to our communities during an emergency, particularly those which are often much needed during or immediately after an emergency, for example, waste collection and street cleaning, providing homelessness support and, Environmental Health.

In order to support our communities effectively and fulfil our responsibilities as emergency responders, we work closely with a range of partners through the Surrey Local Resilience Forum (SLRF) to plan for and respond to major incidents.

The floods and severe weather of winter 2013/14 were major incidents posing immediate threats to our communities. As a result, our emergency plans were activated to co-ordinate a multi-agency response aiming to provide support and relief to our communities.

**1.2 The Emergency Phase**

There were four significant flood events during the winter period, and additional alerts issued during the same period. The main events took place on 24<sup>th</sup> December, 17<sup>th</sup> January, 1<sup>st</sup> February and 12<sup>th</sup> February.

On 4<sup>th</sup> March 2014, MVDC's Strategic Leadership Manager gave a presentation to MVDC's Scrutiny Committee. The presentation outlined the role MVDC had played during the floods to support its communities, which included:

- Maintaining a constant flow of information via the website, Twitter, Customer Service Unit and Facebook;
- Providing 11,400 sandbags, with the prioritised distribution to the elderly and infirm, and those communities affected;
- Providing 44 skips across the District to assist residents to dispose of their damaged belongings;
- Co-ordinating 24/7 response and support through our Community Alarm service and our Out of Hours (OOH) Duty Officer rota;
- Providing a list of vulnerable people to assist the emergency services in prioritising those most at risk;
- Setting up, and advanced planning for, Rest Centres;
- Placing Incident Liaison Officers (ILOs) in affected areas to assess the situation for impacts, safety and reassuring residents;
- Providing Mutual Aid in the form of sandbags and sandbagging equipment; Council Tax billing support; and customer service advisors to other Surrey authorities affected by flooding;
- Supporting Surrey Fire and Rescue by providing alternative accommodation at Park House when their fire station was flooded beyond use;
- Liaising with other agencies e.g. Environment Agency, Surrey County Council, Gatwick Airport and Thames Water to provide support and resolve flooding issues.

At the same meeting, the Environment Agency provided the Committee with an explanation of why the floods occurred. The primary reason was the high levels of rainfall throughout December, followed by periods of very intense rain, which was falling on saturated ground.

### **1.3 The Recovery Phase**

The Recovery Phase of an emergency tends to be a prolonged period and is where the Local Authority's role is often greater than during the emergency itself. For many residents who are still out of their homes or still living amongst building and redecoration works, the recovery stage is still on-going. MVDC worked with our partners to devise and implement a multi-agency recovery plan aimed at restoring affected communities as soon as possible, and making them more resilient for the future. During the recovery the Council has carried out the following activities (many of these activities are still on-going where required):

- Worked with the National Flood Forum, Surrey County Council and Environment Agency to provide advice and information regarding insurance, property level flood protection, and causes of the flood;
- Attended community meetings and events to provide advice and reassurance to residents;

- Liaised with the business community to understand how the floods affected their businesses;
- Cleaned streets and pavements of debris, litter and dead animals;
- Removed fallen or dangerous trees on MVDC land;
- Liaised with Surrey County Council Highways to resolve problems on roads and blocked gullies;
- Provided public health advice for cleaning up flood affected property areas;
- Provided Council Tax relief for residents who were internally flooded, and business rate relief for businesses;
- With Surrey County Council, provided access to the Repair and Renew Grant to install property level flood protection measures for those properties which were flooded;
- Liaised with the police to provide additional patrols and reassurance in streets where several properties were vacated, provided advice on avoiding rogue traders;
- Provided sand bag disposal and exchange;
- Co-ordinated and sign-posted community and voluntary support and aid;
- Assisted, as far as possible, Pitstop in Leatherhead to find alternative premises;
- Assessed and addressed damage to MVDC property to ensure services for the community are not affected.

In total, 159 residential properties informed MVDC that they had been internally flooded. These properties received three months Council Tax relief in accordance with the Council's decision on 18<sup>th</sup> March 2014, and guidance from the Department of Communities and Local Government. On 22<sup>nd</sup> July, the Council agreed to extend the Council Tax relief scheme for those properties which remain unoccupied as a result of flood damage for up to 12 months. Our Revenues Team has contacted all residents which they understand are likely to be eligible for this extended relief. The number of unoccupied properties is declining each week as residents return to their homes.

A total of 27 businesses confirmed with MVDC that they had suffered internal flooding. A further 10 reported that they had been affected by the floods e.g. access to their business had been restricted. On 18<sup>th</sup> March 2014, the Council agreed to offer all businesses that were internally flooded three months business rate relief. A total of 8 businesses applied for and received the relief.

MVDC received £17,500 from the Government's Business Support Scheme to distribute to businesses internally flooded or affected by the floods. We contacted directly all businesses which were flooded or affected by the floods, placed information on our website and used our business network to invite businesses to apply to the fund. A total of 10 properties applied to receive funds, all of which were granted an equal share of the £17,500.

In close partnership with SCC, MVDC has enabled residents to access the Government's Repair and Renew Grant. The grant is available for properties which suffered internal flooding. Up to £5,000 can be received for improving the flood resilience and protection of a property e.g. flood gates on doors. SCC is administering the scheme

on MVDC's behalf. As of 25<sup>th</sup> July, 87 applications for the grant had been received from across Surrey. So far, 48 have been accepted, 36 have been deferred until further information is provided and 3 have been rejected. Within Mole Valley, 6 applications have been approved.

#### **1.4 The Review**

Since January 2014, the Council has been collecting feedback and responses from a range of sources in order to inform our emergency plans and improve the way we respond to emergencies. This feedback has been received from: residents and Councillors through individual communications; engagement with communities at the National Flood Forum trailers in March; Councillors at the Scrutiny Committee on 4<sup>th</sup> March; the Strategic Management Team's emergency debrief in February; the experiences of officers working during the emergency and recovery phases; and engagement with our partners. The information and feedback gathered from these sources has informed the review and enabled MVDC to identify the significant challenges faced during the emergency; opportunities for improving the way we respond to emergencies; lessons from the recovery phases and ways to prevent further flooding and reduce the affects of flooding. These findings are presented below.

#### **1.5 Things that worked particularly well during the emergency and recovery phases**

The commitment and willingness of Mole Valley staff to respond to warnings and alerts was highly commendable. Staff members took on a variety of roles outside their normal roles and responsibilities, and outside their normal working hours, including working into the evenings and over the weekend. A number of them were recognised by receiving the *Mole Valley Above and Beyond Award*.

The multi-agency approach was well developed and implemented. Partners were supportive of each other and went far beyond their statutory responsibilities to ensure the safety and reassurance of the public.

The MVDC out of hours (OOH) duty officer rota, which is prepared months in advance, was invaluable in ensuring there was adequate cover, and everyone (partners included) was aware who was on duty.

The involvement and engagement of District and County Councillors and Parish Councils in the affected areas was a valuable resource and source of information to and from residents and duty officers. In certain areas Councillors played a key role in reassuring and supporting residents.

The flow of information from the Council to residents was regularly updated (often daily) and a range of communication channels were used to disseminate information including through Parish Councils, Residents Associations, District and County Councillors, the MVDC website and Twitter account and by phone via our Customer Service Unit.

Relationships between partner organisations became stronger throughout the prolonged emergency and recovery period. This strengthened our ability to respond to issues and future emergencies.

#### **1.6 Challenges during the emergency**

The timing of the floods, particularly on Christmas Eve, and then often at the weekends and evenings meant that staff resources were often lower than at other times of the year and week.

The prolonged nature of the flood risk over the course of a number of weeks had the benefit of honing our processes and response, but also had an impact on the stamina and resilience of individuals and teams. This was managed well but was challenging.

There were multiple threats (wind, surface water, fluvial flooding and driving rain) which presented a range of risks, which increased the demand and strain on our resources. There were also a number of different areas affected across the district which stretched the resources of MVDC and our partners. This required a well co-ordinated team within MVDC to implement actions and liaise with partners.

Many of those involved had not experienced a prolonged period of threat or an emergency involving such a wide range of partners and different command levels. This meant some were on a steep learning curve, but were supported by the rest of the team.

Maintaining a central list of properties affected, and the nature of the impact, is essential. Information was being received from residents in different ways to different teams and at different levels of detail; it became challenging to keep this information up to date and accurate. Sharing this data with partners was also difficult given data protection responsibilities and the variety in the data required by different parties.

A number of roads and bridges were not accessible during the worst periods of the flood. This limited our ability to move resources around the district, including sandbags. At times, Mole Valley officers did not have sufficient information about which roads were inaccessible, which meant we were not always aware of the locations where residents might be facing access problems to reach our services.

### **1.7 Areas for potential improvement**

Following any emergency or major incident, it is good practice to review our emergency plans and responses in order to seek improvements. This review has identified a range of things that we can do to support better our communities. These fall under three broad headings:

- improving our emergency response and plans to speed up our response times, make best use of our resources, and improve our effectiveness;
- making improvements to the way we work with our partners so we are more effective in providing joined-up support to our communities; and,
- ways we can better engage and communicate with our communities before, during and after a flood, with an emphasis on building greater community resilience.

As a result of the review, officers have developed an improvement plan, which is presented in Appendix A. The plan is currently being implemented, with some actions already in progress and others scheduled for the coming months depending on their priority and available resources.

### **1.8 Lessons from the recovery stages**

Based on the experiences of the recovery stage, we are better informed to devise and implement our recovery plans in the future. In order to be effective, the recovery plan was, and needs to be in future, a multi-agency exercise. The following points are presented as important lessons but not all of them can be addressed by MVDC alone; they should be considered when developing any future multi-agency recovery plan.

Those who were affected directly or indirectly by the floods were understandably emotional about the experience. Those emotions ranged from relief, anger, despair and confusion. It is important for Mole Valley staff to recognise how challenging and distressing it is to be flooded or be at risk of flooding so that we can provide appropriate support in a considerate and respectful manner.

Residents who were affected by the floods were particularly concerned about the following things:

- Receiving advice and support about dealing with insurance brokers, and arranging future insurance cover;
- Establishing why the floods happened, and what could have been done to reduce the damage;
- Seeing a genuine interest and support from statutory authorities and agencies on the ground quickly after an event e.g. visiting areas;
- Getting the public realm (including roads, pavements and parks) cleaned up as quickly as possible to help the return to normality;
- Financial support for those who were not insured or who were displaced from their home for long-periods;
- Receiving advice and financial support to improve the flood resilience of their properties.

### **1.9 Future Flood Prevention and Mitigation**

MVDC will continue to work closely with the SLRF to plan for future emergencies. We will also continue to work with all our partners to improve the district's flood defences and reduce the impact of floods when they happen. MVDC are represented within the Surrey-wide Flood Risk Partnership Board, which seeks to manage the risk of flooding across Surrey. We are also represented at local Flood Forums, which aim to identify and solve local flood risks such as blocked drains, overgrown vegetation and silted ditches or gullies. The Environment Agency is also represented in these groups, which enables us to work closely with them in the interests of our communities at risk of flooding.

As the Local Planning Authority, MVDC, plays a role in reducing the risk and impact of flooding on our communities. At a strategic level this is achieved through our District's planning policies (as set out in the Mole Valley Core Strategy and Mole Valley Local Plan) which ensure that new development is not located in an area considered to be at risk from flooding. Our existing planning policies state that the Council will not seek to allocate sites or permit applications for housing within Flood Zones 3a or 3b. Applications or allocations within Flood Zone 2 will only be considered if it can be demonstrated that there are no suitable alternatives in areas at lower risk.

This policy approach reflects the National Planning Policy Framework which seeks to direct development away from areas at highest risk. It outlines the need for the Local Authority to prepare a Strategic Flood Risk Assessment and to develop policies to manage flood risk from all sources, which Mole Valley has done. This approach has continued to be applied through the preparation of the Housing and Traveller Sites Plan. The consultation documents in relation to this plan identified and ruled out from further consideration all sites that were in Flood Zone 2 and 3 and noted when there were known surface water flooding issues.

Site-specific Flood Risk Assessments also play an important role in ensuring that development that does take place does not add to the risk of flooding elsewhere. A site-specific flood risk assessment is required for proposals of 1 hectare or greater in Flood Zone 1; all proposals for new development (including minor development and change of use) in Flood Zones 2 and 3, or in an area within Flood Zone 1 which has critical drainage problems (as notified to the local planning authority by the Environment Agency); and where proposed development or a change of use to a more vulnerable class may be subject to other sources of flooding.

The Council monitors annually (MVDC LDF Annual Monitoring Report) the number of applications that were permitted contrary to the advice of the Environment Agency. The target is '0' and in 2012 – 13 no such applications were permitted. MVDC also monitors the number of properties at risk from flooding. In 2012 – 13, 3 additional homes were completed in Flood Zone 2 and 3. These were as a result of conversions, did not attract objections from the Environment Agency and did not result in an increased building footprint.

To further reduce the risk of flooding, Mole Valley's CS20 outlines the expectation that sustainable drainage systems (SUDs) will be used and that all new developments should mimic greenfield run-offs.

Building Control play a key role in ensuring appropriate foul and rainwater drainage systems are included in new developments (including extensions) and are in compliance with the national building regulations.

For surface water drainage the regulations adopt a hierarchical approach. Soakaways or other infiltration systems are the favoured option as long as the subsoil is suitable. Discharge to a watercourse (if available) is the next option. The rate of discharge may be controlled by on-site attenuation. The final option is discharge to a sewer. The water company may specify a rate of discharge to the sewer which again can be achieved by on-site attenuation.

### **Managing our own assets**

MVDC own property which border the River Mole or incorporate smaller streams and ditches. Therefore we, like other land owners, have riparian responsibilities to ensure the watercourses are maintained to a standard that does not increase the flood risk. Regular inspections are carried out depending on the nature of the watercourse, and remedial action is taken. Where the cause of the flooding is not entirely within our land or under our responsibilities, we liaise with SCC, the Environment Agency, Thames Water and other landowners to resolve any areas affected by pooling of water or flooding.

During the winter period, a number of our parks became flooded or waterlogged. In most cases our open land acts effectively to reduce flood risk further downstream by storing water thus playing an important part in the water cycle. At Lower Road recreation ground, flood water reached the road. MVDC worked with SCC to resolve the problem and have made improvements to the ditch to reduce the flood risk. Another of our assets, Thorncroft Bridge in Leatherhead, was flooded. Regular inspections were carried out during the flood period and afterwards. Some remedial works have been identified for the bridge.

Our land and associated inspections tend to be carried out by different teams within MVDC depending on the nature of the land. For example, the Parks Team manage the parks and the Property Team manage tenanted assets. There is an opportunity to improve our management by being more coordinated in our inspections and remedial

action across the organisation. This will help us have a more strategic view of our flood management responsibilities and ensure we are carrying out the necessary inspections and remedial works in a co-ordinated manner.

### **1.10 Highways**

The road network, which is maintained by Surrey County Council (SCC) rather than MVDC, sustained considerable damage during the floods. Following a successful bid to the Department of Transport, SCC has put in place a Flood Recovery programme for the highways network totaling £23 million, this will include work on footways, major structures and drainage. Together with Project Horizon, SCC's improvement programme for Surrey roads, the county council will be renewing 44km of roads and footways in Mole Valley by 2019. This includes a new bridge to replace the flood damaged Flanchford Bridge, which is scheduled to be replaced in January – March 2015 as well as considerable repairs to flood damaged roads and bridges across Mole Valley in 2014/15. More information, including scheduled works, can be found on SCC's website: [http://www.surreycc.gov.uk/\\_data/assets/pdf\\_file/0004/846778/14.15-Mole-Valley-Programmed-Schemes.pdf](http://www.surreycc.gov.uk/_data/assets/pdf_file/0004/846778/14.15-Mole-Valley-Programmed-Schemes.pdf)

### **1.11 Financial Implications**

The impact of the flood on MVDC's finances has been neutral to date, with loss of income due to Council Tax and Business Rate relief being offset by additional Government grant. MVDC has also received Government reimbursement for the costs incurred on sandbags, skips and emergency response work.

As far as possible, the actions within the improvement plan will be accommodated within existing budgets, though it is recognised that resources may be stretched in Emergency Planning and in supporting extended Flood Forum and Partnership Board participation. These areas will be monitored and reported on as part of ongoing monthly monitoring.

### **1.12 Legal Implications**

MVDC, together with other bodies, has various duties under the Civil Contingencies Act 2004, in connection with emergencies generally, including the requirement periodically to assess the risk of an emergency, to maintain suitable plans and provide advice and assistance to the public. However, there are no legal implications arising as a direct result of this report.

## **2.0 CORPORATE IMPLICATIONS**

**Monitoring Officer commentary** - The Monitoring Officer confirms that all relevant legal implications have been taken into account.

**S151 Officer commentary** - The S151 Officer confirms that the relevant financial implications have been considered in this report.

**Risk Implications** - A number of the actions within the improvement plan seek to fulfill MVDC's obligations and responsibilities to our communities during an emergency, and therefore seek to reduce the risk of service disruption and maintain and enhance our reputation within our communities.

**Equalities Implications** - A number of the actions within the improvement plan seek to improve MVDC's support offered to members of our community who may require additional help during or after an emergency.

**Employment Issues** - A number of the intended actions aim to ensure our staff are appropriately trained and supported during an emergency. This seeks to ensure that their physical safety and emotional well-being is protected during an emergency event.

**Sustainability Issues** - A number of the actions within the improvement plan seek to reduce the impact of floods and emergency events on our communities and businesses, thus making Mole Valley a more sustainable place to live and work.

**Consultation** - The review has included contributions from Scrutiny Committee, external partners, feedback from residents affected by the floods, Ward Members from the flood affected areas, as well as internal contributions.

### **BACKGROUND PAPERS**

Mole Valley Core Strategy

Mole Valley Strategic Flood Risk Assessment

MVDC Local Development Framework Annual Monitoring Report 2012/13

Surrey County Council's Mole Valley Planned Maintenance Report 2014-2015

## Appendix A: Opportunities for improvement

As a result of this review, we have identified a number of actions that would strengthen our response to emergencies and the management of floods for the benefit of our communities. They are presented below in an action plan for implementation.

	Action	Lead	Timescale
<b>1</b>	<b>Emergency Response and Planning</b>		
1.1	Improvements to Duty Officer grab bags to speed up our response times: <ul style="list-style-type: none"> <li>- Include home locations of Incident Liaison Officers (ILOs)</li> <li>- Include colour coded action cards and summaries of key documents</li> <li>- Distribute key contacts card to Duty Officers</li> </ul>	Emergency Planning	In progress, complete by September 2014
1.2	Introduce, with training, the use of Common Recognised Information Pictures (CRIPs) for hand-over between Duty Officers to ensure key information such as outstanding actions and future conference calls are passed on.	Emergency Planning	In progress, complete by October 2014
1.3	Training for Duty Officers on the role of Gold and Silver command, and what it entails for MVDC officers	Emergency Planning	October 2014
1.4	Regular training on setting up and running a District Emergency Control Centre (DECC) to better allocate distinct roles and responsibilities during an emergency to reduce duplication and confusion about who is leading on what e.g. Strategic lead, Operational lead, Rest Centre lead, ILO co-ordinator, Duty Officer, Sandbag and skip co-ordinator.	Emergency Planning	October 2014
1.5	Further clarify the role and capabilities of ILOs with Duty Officers so we utilise them to their full potential	Emergency Planning	October 2014
1.6	Put in place a larger pool of support for OOH emergencies beyond the current ILO list to facilitate with the distribution of resources, gathering and distributing of information and supporting our residents	Emergency Planning	December 2014 (before the Christmas period when resources are most stretched)
1.7	Put in place some on-call OOH support from the Communications Team to ensure communication channels can	Customer Service and	November 2014

	be updated out of hours	Communications	
1.8	Establish arrangements with key contractors and suppliers for support during OOH emergencies e.g. tree surgeons, skips, sandbags to further enhance our resilience	Environmental Services and Emergency Planning	January 2015
1.9	Review production and distribution of sandbags to make best use of our resources	Environmental Services and Emergency Planning	October 2014
1.10	With the help of community groups, Residents Associations and Parish Councils, establish sites across the district where sandbags can be stored for collection by residents at risk to reduce the travel distances for residents	Strategic Leadership Team, Environmental Services and Emergency Planning	October 2014
1.11	Provide advice to Members about the role they can play during an emergency to support our emergency plans and assist residents	Emergency Planning	October 2014
1.12	Increase the visibility of MVDC staff out and about during an emergency e.g. hi-viz jackets, calling cards/ leaflets to reassure residents of our interest and support	Emergency Planning	October 2014
1.13	Ensure Duty Officers have remote access to the Emergency Planning Mailbox, and clarify the purpose and value of using it, to speed up our response and ensure clear handovers.	Emergency Planning	In progress, September 2014
1.14	Enable access to key emergency planning documents through Duty Officer iPads to speed up our response times	Emergency Planning	In progress, September 2014
1.15	Review the management of our Rest Centres: <ul style="list-style-type: none"> <li>- Review the list of Rest Centres</li> <li>- Ensure Rest Centre plans are updated regularly</li> <li>- Put in place a regular schedule to check the stock and condition of equipment at rest centres e.g. blankets</li> <li>- During an emergency, carefully choose Rest Centres which are suitably located</li> <li>- During an emergency, establish long-term rotas to relieve staff</li> </ul>	Emergency Planning	October 2014

1.16	Review the process to generate the Vulnerable People's List in order to speed up the process to create it; make it easier for Duty Officers to create it; improve its accuracy; and have it in a format which further facilitates its use by other partners.	Emergency Planning with Information Communications and Technology (ICT)	In progress, complete by September 2014
1.17	Establish a call logging system within the Customer Service Unit during an emergency to ensure we have a log of where the issues are arising, and what action is being taken for those at risk	Customer Service and Communications	In progress, complete by October 2014
<b>2</b>	<b>Working with Partners</b>		
2.1	Establish a data sharing protocol with the Environment Agency to speed up information sharing, whilst maintaining data protection for our residents.	Emergency Planning with ICT	October 2014
2.2	Develop a template for recording information about those affected by a flood with the required categories e.g. affected/ internally flooded, sewage/ fluvial/ surface flooding to reduce	Emergency Planning with ICT and Customer Service and Communications, and Surrey Local Resilience Forum (SLRF)	October 2014
2.3	Seek to improve the sharing of information between partners about the areas or roads affected in real-time to improve our response times and distribution of resources during an emergency	Emergency Planning through the SLRF	March 2015
2.4	Clarify the role of EA Ambassadors and how we can support each other in sharing information and disseminating messages to the public	Emergency Planning, SLRF	In progress, October 2014
2.5	Seek clarification from EA about their maintenance schedules for principle waterways to reassure and inform the public of the EA's flood management programmes	Emergency Planning	October 2014
2.6	Improve our offer and receipt of Mutual Aid by establishing Mutual Aid agreements with appropriate partners	Emergency Planning, SLRF	April 2014
<b>3</b>	<b>Engaging with our communities</b>		
3.1	Develop further our channels of non-internet communication with residents during an alert, warning and emergency period	Emergency Planning and Customer Service and Communications	December 2014

	including text alerts, leaflets (without unnecessarily duplicating direct communication from other agencies to residents e.g. EA's Flood Alerts).		
3.2	Seek to develop community resilience teams so communities are better able to help themselves allowing the emergency services to focus on the most vulnerable	Strategic Leadership Team with Emergency Planning, and SLRF	June 2015
3.3	Encourage residents to prepare emergency plans and flood kits at the household level so they are better prepared for floods and damages are reduced	Emergency Planning and Customer Service and Communications	On-going
3.4	Raise awareness of landowners' responsibilities in relation to waterways, culverts and ditches boarding or on their land to reduce the risk of flooding	Emergency Planning and Customer Service and Communications	On-going through Flood Forums and other channels
3.5	Continue to promote the EA's flood alert service (Floodline) and encourage residents to register for it to ensure they get the information as quickly as possible directly from the EA	Customer Service and Communications	On-going, with winter promotions
<b>4</b>	<b>Fulfilling our riparian responsibilities</b>		
4.1	Review our riparian responsibilities and associated flood risks to better co-ordinate and manage them across the organization.	Property with Parks	November 2014
4.2	Implement a standardised inspection regime across the organisation to better manage flood risks associated with our property.	Property with Parks	November 2014