

## Appendix 1: Executive response to the Local Flood Risk Management Strategy Action Plan Review by General Scrutiny Committee

On 22 March 2021, the General Scrutiny Committee met to agree the Local Flood Risk Management Strategy Action. The committee resolved that the committee puts forward the following recommendations to the executive:

<b>Recommendation a.</b>	<ul style="list-style-type: none"> <li>Prioritisation of actions in the action plan be re-evaluated</li> </ul>			
<b>Executive response</b>	<p>Accepted in part</p> <p>As part of the 2021/22 annual plan for the public realm services contract with BBLP, the Local Flood Risk Management Strategy will be reviewed and refreshed. We envisage that the actions in the action plan will be revised and we will seek to prioritise these actions against appropriate agreed criteria.</p>			
<b>Action</b>	<b>Owner</b>	<b>By when</b>	<b>Target/success criteria</b>	<b>Progress</b>
Strategy reviewed and refreshed in 2021/22.	SH/BBLP	31 March 2022 <sup>1</sup>	Review completed	Task and Finish Group established and this work will be completed taking account of government guidance (when available).
<b>Recommendation b.</b>	<ul style="list-style-type: none"> <li>The council strengthen efforts with the Environment Agency to focus on flood mitigation measures for all watercourses.</li> </ul>			
<b>Executive response</b>	<p>Accepted</p> <p>HC chairs monthly meetings with the EA and BBLP for the purpose of identifying opportunities to reduce flood risk in a collaborative manner, regardless of the cause of flooding.</p>			
<b>Action</b>	<b>Owner</b>	<b>By when</b>	<b>Target/success criteria</b>	<b>Progress</b>
HC to continue to promote flood management schemes	SH	Ongoing	Schemes added to the flood risk programme	Herefordshire schemes continue to be added to the six year flood and coastal erosion risk management investment programme
<b>Recommendation c.</b>	<ul style="list-style-type: none"> <li>Further efforts be made to reinforce the message to landowners to emphasise their riparian responsibilities as riparian owners to maintain drainage and make them aware of support and assistance available through the Council.</li> </ul>			
<b>Executive response</b>	<p>Accepted</p> <p>At the request of Cabinet Members, BBLP have reviewed internal procedures to produce step-by-step processes that can be used by parish councillors, Ward Members, BBLP and residents alike to ensure a more focussed response to good maintenance of drainage throughout the county. This targeted enforcement work with landowners from initial stages of informing and helping them to discharge their responsibilities through to</p>			

<sup>1</sup> Subject to publication of government guidance

	enforcement will be briefed to members. BBLP are also strengthening their team with a resource dedicated to land drainage issues to support the updated riparian process.			
Action	Owner	By when	Target/success criteria	Progress
BBLP/HC to refresh the Riparian Responsibilities information	BBLP	31 March 2022	Revisions published	Completed
BBLP to provide dedicated resource to support the updated riparian process	BBLP	31 March 2022	Dedicated resource in place	Completed
<b>Recommendation d.</b>	<ul style="list-style-type: none"> <li>Consider how the council can increase resources to manage drainage issues and invest in the drainage asset.</li> </ul>			
<b>Executive response</b>	<p>Accepted</p> <p>The funding allocated to highway drainage maintenance in 2021/22 has been increased by 200% from the year before (reallocated from capital carriageway surfacing).</p>			
Action	Owner	By when	Target/success criteria	Progress
Consider how HC can increase resources to manage drainage issues and invest in the drainage asset	BBLP	Ongoing	Increased resources to drainage as funding allows	Additional funding allocated in 2021/22 Annual Plan for drainage schemes. Future funding for drainage issues on the network to be considered as each year's Annual Plan is established.
<b>Recommendation e.</b>	<ul style="list-style-type: none"> <li>Review weighting given to the threshold for action to implement measures to address flooding on lengths of highway known to flood frequently, having regard to the need to ensure access for emergency vehicles.</li> </ul>			
<b>Executive response</b>	<p>Accepted in part</p> <p>The prioritisation of highways schemes is established in line with the Highways Maintenance Plan (HMP) and Transport Asset Management Plan (TAMP) and largely delivered through Annex 3 and 7 of the annual plan for the public realm services contract with BBLP. Individual defects relating to drainage are also identified and resolved in line with the principles set out in the Highways Maintenance Plan.</p> <p>Weighting for flooding is established, a review will be developed through the annual plan process over the coming months and will form part of the prioritisation for 2022/23 if an appropriate and reliable scoring matrix can be delivered. Officers will take into account the nature of flooding at some of these sites as there are cases where flooding of the network is unavoidable due to topography and the proximity of rivers and tributaries. These matrices will be developed in collaboration with flood risk management officers.</p>			
Action	Owner	By when	Target/success criteria	Progress
Conduct a review of the weighting for flooding through the annual plan process	BE/SH	31 March 2022	Review completed	Not yet started

<b>Recommendation f.</b>	<ul style="list-style-type: none"> <li>The liaison between the EA and the council to disseminate flooding information to residents taking advantage of the Council's communication networks be kept under review to ensure that it is as effective as possible, noting the role parish councils and community groups can play.</li> </ul>			
<b>Executive response</b>	<p>Accepted</p> <p>HC will publish abbreviated notes from the regular meetings it chairs with the EA and BBLP within the <a href="http://www.herefordshire.gov.uk/floods">www.herefordshire.gov.uk/floods</a> part of our website. Key information will continue to be added to our flooding webpages and we will look to send key messages to elected members, parish councils and community contacts in conjunction with Talk Community. Part of the role of the land drainage mentioned in part c above will be to liaise with local flood groups and landowners to create a wider network of agencies and knowledge to work to prevent flooding where possible</p>			
<b>Action</b>	<b>Owner</b>	<b>By when</b>	<b>Target/success criteria</b>	<b>Progress</b>
HC to publish notes	SH	31 March 2022	Notes published	Completed
HC/BBLP to continue to disseminate key messages in conjunction with Talk Community	SH	Ongoing	Messages issued	<p>Article on flood-preparedness published in September 2021's Herefordshire Now.</p> <p>The Herefordshire multi-agency Tactical Coordinating Group (TCG) held a webinar providing local parish councils with pre-flood event advice in August 2021. Included presentations from HC, Herefordshire Police, the EA and Hereford and Worcester Fire and Rescue Service.</p> <p>Refreshed information on Riparian Responsibilities issued in August 2021.</p>
<b>Recommendation g.</b>	<ul style="list-style-type: none"> <li>Consideration be given to whether the website content on flooding is readily accessible and sufficient or can be improved, with consideration given to use of apps and other methods.</li> </ul>			
<b>Executive Response</b>	<p>Accepted</p> <p>Information in terms of flooding is always highlighted on HC's homepage, in our newsroom and on our social media channels when an incident is expected or experienced. HC's website has been designed to display on a range of different screen sizes and device types (smartphones and tablets) and therefore people don't need to download a separate app to view information about flooding. We will continue to keep our flooding pages updated with relevant information. Whilst we don't recommend that people use the 'report it' form for emergency situations, they can use it to report non-life-threatening flooding. This isn't currently in the 'app' but via the website.</p>			
<b>Action</b>	<b>Owner</b>	<b>By when</b>	<b>Target/success criteria</b>	<b>Progress</b>
Keep flooding webpages updated	SH	Ongoing	Webpages regularly reviewed and updated as necessary	Webpages continue to be regularly reviewed and updated

<b>Recommendation h.</b>	<ul style="list-style-type: none"> <li>Improve information to local residents on respective responsibilities of residents themselves, the council and the Environment Agency.</li> </ul>			
<b>Executive response</b>	<p>Accepted</p> <p>The 2021/22 annual plan for the public realm services contract with BBLP has reallocated resources to assist with supporting local flood groups and creating better local relationships with communities, landowners, PCs, IDBs etc. This is subject to recruitment. We will continue to keep our flooding pages updated with relevant information and send messages as appropriate to elected members, parish councils and community contacts. The renewed riparian process also clarifies roles and responsibilities and should therefore help with clarity of message.</p>			
<b>Action</b>	<b>Owner</b>	<b>By when</b>	<b>Target/success criteria</b>	<b>Progress</b>
BBLP to support communities on flooding	BBLP	Ongoing	Support provided	BBLP now has a specific point of contact within the Drainage Team.
<b>Recommendation i.</b>	<ul style="list-style-type: none"> <li>Consideration be given to an annual survey of Parish Councils to establish information on their flooding experiences and any suggestions for improvements.</li> </ul>			
<b>Executive Response</b>	<p>Accepted in part</p> <p>This information will supplement information we routinely collect following flood events. Following flooding events, significant amounts of data are collected from various agencies to understand the nature, extent and causes of flooding events. Some further data collection utilising existing communication channels may assist in providing further important local data to support in future planning.</p>			
<b>Action</b>	<b>Owner</b>	<b>By when</b>	<b>Target/success criteria</b>	<b>Progress</b>
BBLP to continue to use existing communication channels to gather local highway and flooding intelligence	BBLP	Ongoing	Information requested and collated	There are a number of opportunities already for communities to provide feedback to BBLP, i.e. through twice yearly meetings with Parish Councils, quarterly meetings with Ward Members, dedicated email mailboxes. The enhanced use of these existing communication channels may assist in providing further important local highway and flooding intelligence.
<b>Recommendation j.</b>	<ul style="list-style-type: none"> <li>Regard be had to knowledge of local residents and Parish Councils on areas subject to flooding and residents and Parish Councils be invited and encouraged to submit information.</li> </ul>			
<b>Executive response</b>	<p>Accepted</p> <p>We are dependent upon the public calling in about flood events, submitting information through the 'Report flooding to your property' form on the HC website or completing flood questionnaires. We also routinely engage with communities on our NFM project and when developing flood management schemes.</p>			
<b>Action</b>	<b>Owner</b>	<b>By When</b>	<b>Target/success criteria</b>	<b>Progress</b>

As per part i above				
<b>Recommendation k.</b>	<ul style="list-style-type: none"> <li>Review highways maintenance plan (HMP) to see if there should be greater focus on roads subject to flooding.</li> </ul>			
<b>Executive response</b>	<p>Accepted in part.</p> <p>The HMP sets out a number of actions and methodology surrounding the maintenance of drainage assets supporting the highway, notably in appendix four and eight. The risk based approach set out in the HMP for all defects, along with the Levels of Service set out in the Transport Asset Management Plan are provide the tools to manage the risk on the network, acknowledging that some points are susceptible to flooding from rivers and other watercourses.</p> <p>HC's Highways Service Provider, BBLP has undertaken works in recent years to identify high-risk points on the network and ensure that the maintenance regimes of drainage assets is appropriate for this elevated risk. Via the annual plan process for the public realm services contract with BBLP, HC client officers will work with BBLP to ensure that this is reflected in future annual plans.</p> <p>In addition, HC has a network developed in line with the recommendations of the 2012 Transport Resilience Review. This identifies routes that are prioritised to maintain transport links during severe weather events. This resilient network designation is currently being reviewed by HC in conjunction with BBLP to establish that it remains fit for purpose in both preparing, and managing the network during severe weather events. The product of this review is anticipated in early 2022.</p>			
<b>Action</b>	<b>Owner</b>	<b>By when</b>	<b>Target/success criteria</b>	<b>Progress</b>
Conduct a review of the resilient network designation	BE/BBLP	31 March 2022	Review completed	Underway
<b>Recommendation l.</b>	<ul style="list-style-type: none"> <li>Consideration be given to raising awareness of the contribution to flooding made by climate change and information available via a link on the council's website.</li> </ul>			
<b>Executive response</b>	<p>Accepted in part</p> <p>Although rather than replicate messaging elsewhere on HC's website, we will add a link to other areas (for example <a href="http://www.herefordshire.gov.uk/climate-2/climate-change/4">www.herefordshire.gov.uk/climate-2/climate-change/4</a>) and to other trusted sources.</p>			
<b>Action</b>	<b>Owner</b>	<b>By when</b>	<b>Target/success criteria</b>	<b>Progress</b>
Add links on our flood pages to climate change	SH	31 March 2022	Revisions published	Complete
<b>Recommendation m.</b>	<ul style="list-style-type: none"> <li>The mechanism for the production of Section 19 reports be reviewed and streamlined to seek to ensure the pace of completion is improved and appropriate resource allocated to support this aim.</li> </ul>			
<b>Executive response</b>	<p>Accepted.</p> <p>The requisite Section 19 reports following the October 2019 and February 2020 flood events are being prepared. Alongside this, our internal processes are being reviewed (including data collection and dissemination) so as to improve the timeliness of our reporting for future flood events. Section 19</p>			

	reports are a revenue funded activity and due to their reactive nature, are hard to plan for. Mechanisms to identify how additional funding can be made available for Section 19 reports when needed will be reviewed.			
Action	Owner	By when	Target/success criteria	Progress
Issue Section 19 reports	SH	31 March 2022	Reports published	Overall Section 19 report, event analysis and location summary documents have been drafted.
Conduct a review of the processes around the future preparation of Section 19 reports through the annual plan process	SH	31 March 2022	Review completed	In progress