

OVERVIEW AND SCRUTINY REVIEW REPORT – FLOODING
REVIEW OF RECOMMENDATIONS CONSIDERED BY CABINET ON: 10 SEPTEMBER, 2014

Review Recommendation	Progress report of action taken to implement recommendation	Resib'ty	Timescale
<p>1) That Durham County Council continue to maximise the funding opportunities available for flood prevention schemes through the Flood Defence Local Levy, the Flood and Coastal Risk Management Grant in Aid Scheme and the EU funding programme 2014-2020.</p>	<p>NWL continue to play an active role in the Flood Risk Management (FRM) Partnership meetings with Durham County Council. We are actively sharing details regarding flood risk reduction projects within our respective capital programmes to identify the potential for collaborative working, shared funding possibilities and maximised benefits</p> <p>NWL also contributed £25k to the Lead Local Flood Authority training programme to support skills development associated with preparation and submission of funding applications. A benefits assessment course based on multi-coloured manual is planned for January 2015</p> <p>In 2014 the principal drainage authorities across the north east of England (13 Lead Local Flood Authorities (LLFAs), Environment Agency (EA) and Northumbrian Water (NWL) recognised the benefits of integrated working in balancing reactive short term needs with longer term strategic planning for the provision of sustainable drainage systems. These authorities, as the Northumbria Integrated Drainage Partnership (NIDP), have worked together to produce and implement a regional risk based prioritisation methodology to promote a proactive approach to the delivery of their common aspirations. The actions of this group are complementary to and work in support of Strategic Flood Risk Management. As a result of this prioritisation approach we have been working with Durham CC to complete an integrated drainage study for the Durham City & Newton Hall area of the County.</p>	<p>Northumbrian Water Limited (NWL) (Les Hall)</p>	<p>Ongoing</p>

	<p>The key driver for the study is to facilitate growth in the area without adverse impacts on the performance of the integrated drainage system ie. Adverse impact on flood risk or water quality.</p> <p>NWL are leading a “SuDS for schools and communities” project which has now delivered SuDS installations at two schools in the region and a third is scheduled for early 2015. One of these locations is Woodhouse Close Primary School at Bishop Auckland where swales, wetlands and rain gardens have been created to provide flood risk reduction benefits as well as providing a vehicle for education and engagement with the children, parents and the wider community. At the FRM meetings we have also discussed the principle of implementing community based projects in the form of Community Action Plans) that would include aspects of engagement, education, water efficiency, flood risk reduction and flood resilience.. We have secured some funding and are in the process of identifying candidate communities; some of which will be in County Durham.</p> <p>The data sharing protocol we have agreed with the council allows us to share data and in particular models which have a value which can count as a formal contributions in support of LLFA funding applications</p> <p>The quarterly operational liaison meetings provide an early opportunity for the identification of integrated drainage issues.</p> <p>Recently NWL supported The Wear Rivers Trust in their Heritage Lottery Funding application for Tindale Beck catchment area of Bishop Auckland.</p>		
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<p>3) That the Environment and Sustainable Communities Overview and Scrutiny Committee receive the minutes of the Northumbria Regional Flood and Coastal Committee (NRFCC) and the Durham Strategic Flood Prevention Group (DSFPG) on a quarterly basis together with regular updates on:</p> <ul style="list-style-type: none"> • The development of Sustainable Urban Drainage Systems Approval Body (SAB). • Additional Drainage Area Studies (DAS) undertaken. • The development of the new approach to building community resilience. 	<p>in relation to development sites.</p> <p>Frequent liaison meetings between DCC Drainage Team and NWL to discuss strategic and operational issues.</p> <p>DCC is currently developing an interim SuDS policy to enable developers to put forward SuDS systems for adoption by DCC along with a maintenance fund paid for by residents of the development.</p> <p>NWL have not undertaken any further DAS as the current studies cover the majority of growth across County Durham. During Asset Management Plan 6 we will enhance and verify some of these models by carrying out flow monitoring in those areas of greatest risk.</p> <p>Presentations re community resilience have been given to all AAPs, with some asking for further presentations to sub groups, Town and Parish Councils, Residents Associations and local businesses. Various communities are currently preparing community emergency plans with the CCU facilitating the writing of these plans. It is hoped that 5 plans will have been prepared by April 2015. This work will continue until April 2017.</p>	<p>Drainage Team (DCC)</p> <p>Drainage Team, legal</p> <p>NWL</p> <p>CCU (SMJ)</p>	<p>Ongoing</p> <p>Ongoing</p> <p>2015-20</p> <p>April 2017</p>

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<ul style="list-style-type: none"> Work undertaken with private land owners including detail of actions taken and any flood prevention measures implemented. 	<p>DCC has powers to carry out works on private land, but whenever possible the preferred method of working is in agreement with landowners rather than pursuing legal enforcement.</p>	<p>Drainage Team</p>	<p>Ongoing</p>
<ul style="list-style-type: none"> Lessons learned from flooding incidents. 	<p>Flooding investigations have revealed a number of issues primarily relating to poor maintenance of systems. Examples include silting of pipework, tree root penetration causing blockages etc. It is evident from this that that we need to sustain a pro-active, cyclical maintenance regime to ensure wherever possible that systems remain operational to reduce flood risks.</p>	<p>DCC</p>	<p>Ongoing</p>
<p>4) That the importance of Policy 46 in the emerging County Durham Plan is highlighted in relation to managing flood risk.</p>	<p>Whilst this appears to be an action for Durham County Council, NWL would wish to comment on Policy 46.</p> <p>In responding to emerging Local Plans with other local planning authorities across the region we directly reference Policy 46 as being exemplar for the region and actively encourage other councils to consider and implement similarly worded policies.</p> <p>Newcastle and Gateshead councils' local plan which has been through the examination in public stage included such a policy and Northumberland County Council's current consultation includes policy wording which mirrors the Durham approach.</p>	<p>NWL (Les Hall)</p>	<p>Ongoing</p>
	<p>Policy 46 of the County Durham Plan has been through the Examination in Public. The Inspectors</p>	<p>Spatial Policy, RED</p>	<p>Policy 46 to be monitored</p>

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<p>5) That Durham County Council establishes the appropriate mechanisms to enable it to collect any charges in respect of Sustainable Urban Drainage Systems (SuDS) that have been adopted by the council.</p>	<p>report is due end of January. Once the County Durham Plan is adopted, Policy 46 will be monitored to ensure it is being implemented effectively.</p> <p>Money is likely to be collected as part of the planning and development process. However, there is still uncertainty around the process and what charges the developers will incur.</p> <p>Schedule 3 of the Flood and Water Management Act has not yet been enacted, news released by DEFRA on 18th December 2014 has indicated that there will be a change to the National Planning Policy Framework, to include provision for SUDS to be installed wherever possible for all major developments, i.e. all planning applications of more than 10 properties or >0.5Ha, the anticipation if for this recommendation to be implemented by April 2015.</p> <p>DCC working in partnership with a local housing developer, Keepmoat, has established a mechanism to apply a "land rent" charge for residents to contribute towards the maintenance of SuDS on sites. This "rent" will be collected by DCC and will be used exclusively for the maintenance of SuDS on that development. The possibilities of this arrangement being extended to other sites and developers is currently being explored.</p> <p>Unofficial indications from a Defra representative are suggesting that DCC is the first authority in the UK to take this action</p>	<p>Neighbourhoods and RED</p>	<p>Annually</p> <p>Ongoing</p>

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<p>6) That Durham County Council as part of the Customer First Strategy introduces a flooding hotline number for use during flooding emergencies.</p>	<p>The potential to introduce a flooding hotline number has been considered carefully by the Neighbourhood Services, who provide the following comments:</p> <p>The commitments in the Customer First Strategy reflect customer desire to make it easy for them to contact us, this is especially the case in times of emergency. The approach adopted in relation to telephony is to reduce, as far as possible, the number of telephone numbers that customers need to know, building on the “golden numbers” that are now established in customer services. Over the last 2 years, some considerable effort has been put into communicating these key numbers to residents to ensure they can access services easier – the main 03000 260000 is used in a range of publications including the phone book etc, along with the 03000 261000 streetscene number.</p> <p>The response provided when we receive a flooding alert is to adapt the routing on our main telephone numbers (those being 03000 260000 and 03000 261000) so that if customers are ringing about a flooding issue they should to press option “0”. By doing this the call is immediately directed to call handlers trained to take those calls. The publicised emergency number for out of hours calls is also 03000 260000 so this ensures that all calls are directed to the right place no matter when customers ring. It is recommended that this system remains in place rather than the introduction of a separate and entirely different number to those already familiar to many resident for contacting their council.</p> <p>This not only removes the need for customers to find</p>	<p>Neighbourhood Services</p>	<p>Ongoing</p>

<p>and dial a separate number exclusively for use only in times of flooding, but also allows, through the modern call centre systems, the customer services team to supply the maximum resource possible to flooding related calls when required. Additionally it removes any potential for confusion with the national flooding hotline provided and managed by the Environment Agency.</p>		
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