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| REPORT TO: | OVERVIEW AND SCRUTINY COMMITTEE | AGENDA ITEM: 6 (b) |
| DATE OF MEETING: | 5 DECEMBER 2007 | CATEGORY: DELEGATED |
| REPORT FROM: | DIRECTOR OF COMMUNITY SERVICES | OPEN |
| MEMBERS' CONTACT POINT: | MARK ALFLAT EXT 5712 | DOC: s:\cent_serv\committee reports\overview and scrutiny\5 december 2007\flooding.doc |
| SUBJECT: | FLOODING | REF: MA |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: |

1.0 Recommendations

1.1 That the Overview and Scrutiny Committee note the report.

2.0 Detail

- 2.1 In response to the flooding that occurred within South Derbyshire in July 2007 a questionnaire was sent to all premises that had contacted the Council.
- 2.2 The purpose of this questionnaire was to evaluate the level and quality of customer service, establish where and why the flooding occurred and the impact of the damage.
- 2.3 Multi agency liaison takes place year round to prepare for such incidents and this will continue to help provide better communication, co-ordination and response.
- 2.4 Details of the questions and responses are outlined below:-

Were you happy with the Council's response when you initially contacted them?

18 people who responded stated they were happy

1 person replied they were unhappy at the response

Was the officer/telephonist polite and unhelpful?

18 People responded with a positive comment towards the Council

1 person was unhappy with the initial call (this is the same unsatisfied person as in question 1)

Did an Officer visit your house?

Seven people received a visit from officers of the Council, this was mainly the pollution team visiting properties affected by sewage/contaminated water

Did the water enter your: House/garage/outbuilding/land/garden?

Only one dwelling property was affected, seven garages and three outbuildings were affected, however the majority of flooding related to land with seventeen gardens being affected

Did you have to leave your house as a result of the floodwater?

The results of the questionnaires show that no one was displaced from their properties due to flooding.

Did you request sandbags?

Fourteen questionnaires indicated that requests for sandbags had been made, one gentleman actually had sandbags delivered without contacting the Council. In total according to figures passed back 134 sandbags were delivered to properties.

Were sandbags delivered to your home?

The majority of those that requested sandbags had them delivered, only one person was told to go and buy their own, it is unclear which department within the Council they spoke to. The Derbyshire County Council Emergency Planning Division is currently working with all Councils to adopt a standard issuing policy regarding sandbags.

Were the sandbags effective?

Thirteen responses indicated that the sandbags that had been provided had proved worth while, only two homeowners stated they were ineffective.

Has your house flooded before?

Seven properties responded saying they had experienced flooding in the past

Possible cause of flooding

This particular question asked for residents to identify in their opinion where the main cause of the flooding had come from, with the responses that have been given further work needs to be undertaken with our own land drainage team, Derbyshire County Council Highways Department and Severn Trent Water Authority.

Some of the responses were as follows

- A watercourse other than a river 3
- Surface run off from adjacent land 14
- Blocked/inadequate public foul sewer 4
- Blocked/inadequate public surface water sewer 7
- Blocked surface drainage system within cartilage of property 1
- Blocked/inadequate public highway drainage system 10
- Don't know/not sure 2

How do you feel the local authority could improve the service offered to you during the flood?

A general question to residents asking for suggested improvements to service delivery, it has to be understood that the following comments do not relate solely to the work of South Derbyshire District Council. These comments will be followed up with the relevant organisation, however personal details have been omitted from this report for data protection purposes.

Improve drainage system – Linton Road, next time road flooded – block road off immediately, not hours after. Traffic caused floodwater to enter garden.

Quicker responses delivering sandbags, assistance with protection if possible

Flooding could be possibly prevented by clearing the highway drainage system more frequently.

Would be grateful if the drains were inspected as we think we have a problem.

The service is good enough

Response was excellent – the problem was in July 2007, however the blocked drains has still not been cleared and I had to dig a trench with help from friends to stop the problem happening again.

To have a clean ditch on the opposite side of the road

We have the main downpipe for all six cottages, which then goes to a small stream. This was full so water backs up in our garden.

Severn Trent pump station failed which is at the rear of our property, we were informed that it was not the council's responsibility as it was not their pump station and the land had not been adopted from the developer. The developer took two weeks to visit us and said it was not their responsibility it was Severn Trents. Severn Trent took three days to visit and were equally unhelpful. The helpline took 45 mins to get through.

If the blocked drain in the road had been repaired our three week old home would not have been ruined!! Collapsed pavements outside our property still not been repaired after four months. Could this be another waiting to happen.

When the Mount Pleasant by-pass was built they put dropped kerbs against my house, it needs full kerbs in same as the rest of the road, then the rainwater couldn't run down my path. The water runs straight off the road and on to my property.

I am still awaiting a solution to the problem of there being no drainage system on the adjacent park which is causing the rainwater to collect and flood my property. Sandbags are not the long term solution.

It was the second time in three weeks that we had the flood, the services we needed was to help keep the water from entering the house.

Is your property insured?

Everyone that returned a questionnaire form indicated that they were insured

Of these, only two actually indicated they had made contact with their insurer

3.0 Conclusion

Further work in this area will continue from all relevant departments to continue with the efficient and effective service we currently offer. Where necessary, improvements will be made to our preparation, response or recovery obligations.

The intention is to provide further information to Scrutiny Committee when necessary.