

It is understood that the River Thames flooding into the River Bourne is a significant flood

EA Response: EA unlikely to receive funding to raise the bank without measurable benefits. Raising the bank may delay inundation by the Bourne but won't prevent larger floods from the River Thames. Also it might have negative impacts elsewhere.

Surrey County Council

Surrey Fire and Rescue services attended during the flood event, assessing and evacuating residents.

Site Visits and Coordination: SCC flood and climate resilience officers have conducted site visits and coordinated with residents and the EA, documenting concerns and information as per Section 19.

Thames Water

Flood Response: The site experiences significant flooding when the River Thames rises. Permanent flood defence barriers are in place, but the area still floods with river water during high levels. TW sewer flooding reported at the time to our customer service centre via the following number 0800 316 9800 and complete <https://www.thameswater.co.uk/media-library/home/help/emergencies/flooding/sewer-flooding-questionnaire.pdf>

Landowners/Residents/Hamm Court Estate Ltd

Community Flood Plan: Residents have detailed action plans and are proactive in monitoring river levels. An updated community flood plan has been implemented.

Flood Barriers and Management: Some residents used flood barriers during the event, but these only prevented heavy silt. The area's clay soil complicates flood management

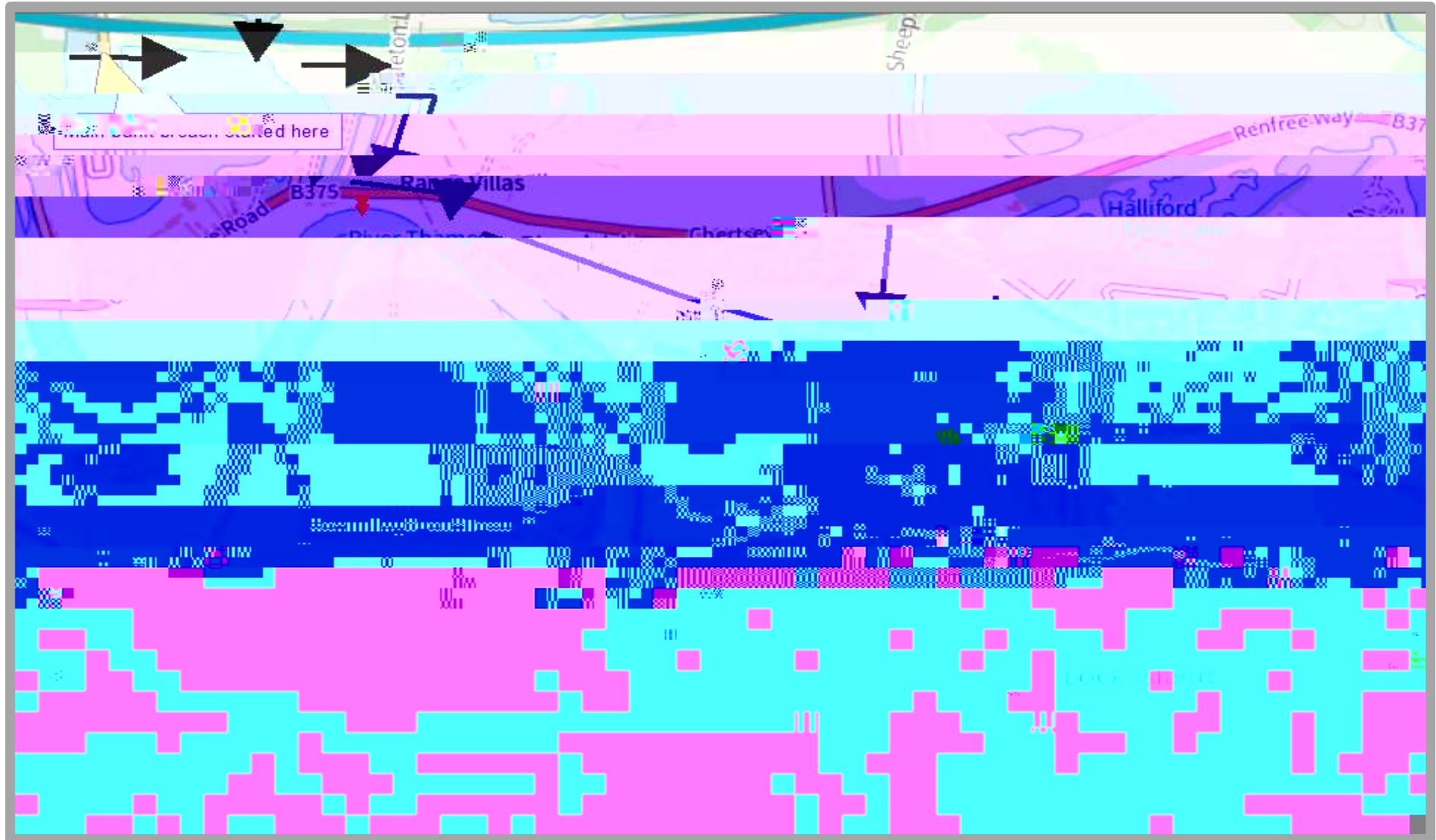
Chertsey

Spelthorne BC should consider leading co-ordination of pre-Autumn intelligence and

Spelthorne BC have scheduled repair of the bank revetments at Dockett Eddy Lane Homeowners to install property Flood Resilience measures and have action plans

Utilise SCC funding / social media and group comms to set up a wider Flood Action group and complete an effective large scale LRF drill for a 150mm flood event utilising all newly available technology and resources.

Flood Summary Map



social and mental health problems during and following the flooding. This was compounded by the fact that their properties are un-insurable, and Tenants are not particularly digitally connected, easy to co-ordinate or particularly mobile themselves, making warning and rescue difficult.

Flood Summary Map

