

# Annex A

## Summary Reports of S19 Investigations

### Egham

#### Green Lane, Enquiry Reference: 105059

This report investigates the flooding events occurred in Green Lane, Egham during and after Storm Henk in January 2024. The investigation complies with the requirements of Section 19 of the Flood and Water Management Act 2010.

The M25, which runs through this area, has drainage ditches leading to the River Thames. Significant parts of this area are at high risk of surface water, fluvial (river), and groundwater flooding.

#### Flood Event Impact:

- 12 properties were affected by flooding externally
- 4 properties experienced flooding internally. Albany Place, The Avenue, Glanty, Green Lane and Vicarage Crescent also flooded.
- Pegasus Court – Block of 40 independent living flats flooded in entrance and in carpark.
- Residents unable to enter or leave properties safely and flooding lasted about a week, causing highway disruptions. It's recommended that highways directorate to review and consider capital works.

#### Causes of Flooding:

- Storm Henk: Heavy rainfall and damaging winds hit Surrey on 4<sup>th</sup> of January 2024. Intense flooding began on 7<sup>th</sup> of January.
- River Thames: The river Thames has a large catchment area and there was a lag time between rainfall and river water reaching the section of the Thames where the watercourses alongside the M25 drain into. No reported backflow from River Thames but EA fluvial flood risk model suggested it is likely to occur.
- Groundwater: Some residents on Green Lane and Vicarage Crescent reported garden flooding from high groundwater, not ditch overflow. High levels contributed to flooding, reduced soil permeability.
- Surface Water: Overflow from ditches affected some properties.
- Sewage Flood: Groundwater infiltration and surface water entry caused sewage contamination in Green Lane and Vicarage Crescent. Albany Place had no reported sewage leaks, but possible diluted sewage presence. Pegasus Court's carpark and lift were flooded, affecting vulnerable residents.

#### Recommendations:

The Environment Agency should consider the following:

- Looking into adaptations to the confluence of these tributaries to the Thames to provide benefits for this area and reduce flood risk.
- Responding to the impact of the Thames backing up into ordinary watercourses.

Surrey County Council should consider the following:

- Continue to engage and coordinate with residents and RMAs fulfilling their duty to investigate flood events under section 19 and collaborate with National Highways to clear and maintain watercourses, possibly using enforcement powers. Highways should add more flood data for prioritisation or review of drainage improvements.

Thames Water should consider the following:

- Investigating the cause of flooding to their sewers; in particular, if the cause of flooding groundwater, surface water or fluvial water entering the network.
- Investigating if the foul sewer is being used to drain surface water in these areas and, if so, what impact that may be having on the foul sewer.

National Highways should consider the following:

- Clear obstructed/ partially watercourses. Clears the watercourse behind properties 1, 1a and 3 Vicarage Crescent and ensures that the depth of the ditch is as deep as it was constructed.
- Ensuring that the maintenance schedule for the watercourses in this area is appropriate to ensure that obstructions to the flow of the watercourse do not develop

Landowners/Residents should consider the following:

- Apply for grants to install property flood resilience measures and sign up for flood alerts and warnings.
- Continue reporting property and sewage flooding to relevant authorities.
- Avoid draining surface water into foul sewers without permission. Residents should refrain from discarding debris over their boundary fences into the ditch.
- The owners of Pegasus Court need to ensure safe access, movement, and evacuation plans for vulnerable residents.

## **Actions taken/To be taken**

Environment Agency:

- Awaiting response.

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 flood action group and the EA, documenting concerns and information as per Section 19.

Thames Water

- Awaiting response.
- TW requested sewer flooding reported at the time to our customer service centre via the following number 0800 316 9800 and complete Sewer flooding questionnaire

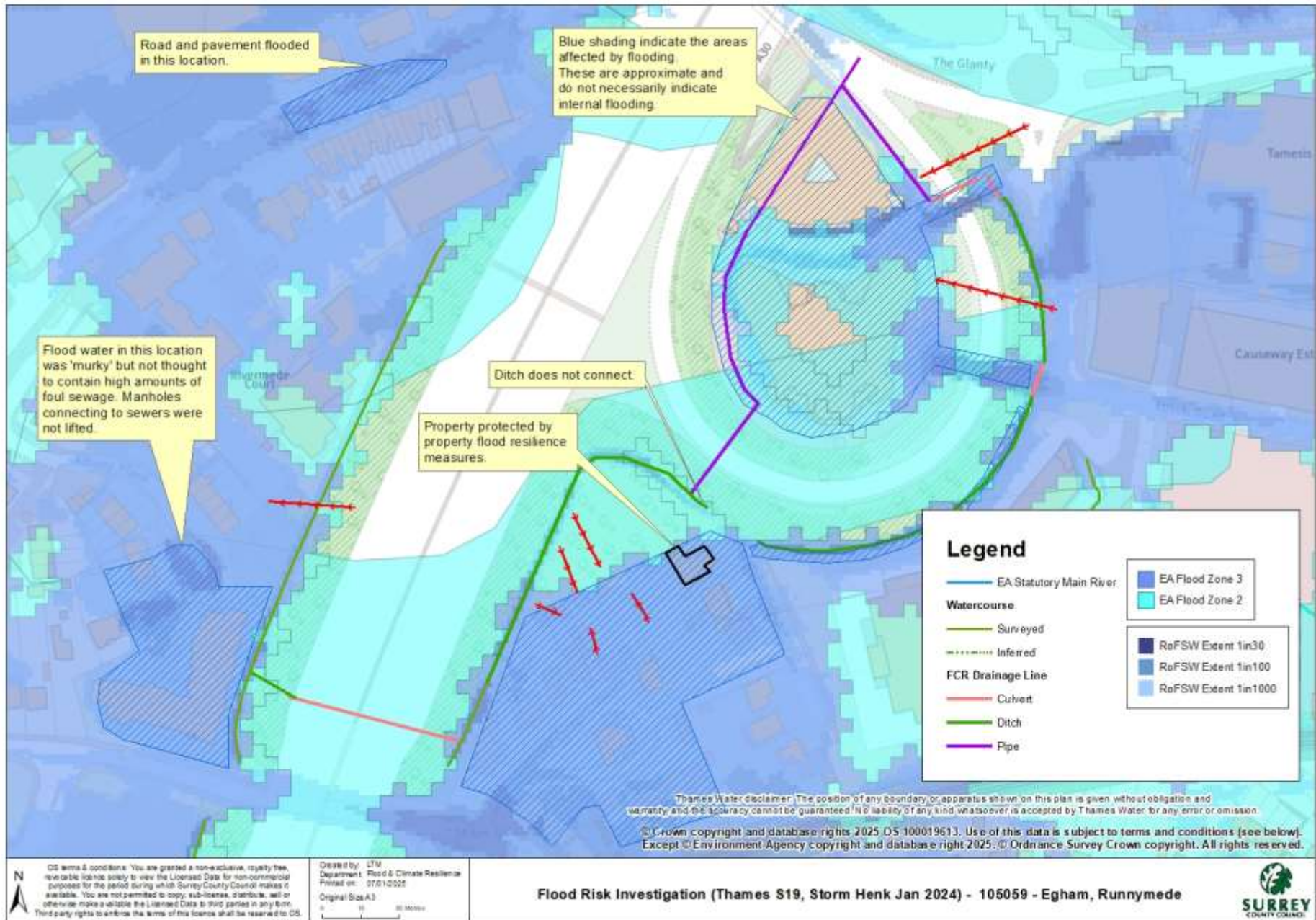
## National Highways

- An officer from National Highways visited the site on 25/03/2024.
- The concrete lined ditch on the west of the M25 was cleared on 23/10/2023.
- The culvert beneath the M25 was inspected and is clear.
- National Highways has agreed to complete maintenance actions. Connectplus Services will clear obstructed watercourses in line with our contractual requirements with National Highways and within appropriate timescales relative to the obstruction. The Glanty Loop drainage under Future Electronics was inspected in March 2024 with no significant issues. A full CCTV survey is planned for January 2025, subject to permissions being obtained.

## Landowners/Residents

- A representative of Pegasus Court has confirmed that they have been working on a new emergency plan with their insurers to protect from the effects of flooding.
- Communicated with SCC. And reported flooding.

# Flood Summary Map



# Egham

## Riverside, Enquiry Reference: 105485

This report investigates the flooding events occurred in Egham during and after Storm Henk in January 2024. The investigation complies with the requirements of Section 19 of the Flood and Water Management Act 2010.

Significant parts of this area are at high risk of surface water, fluvial (river), and groundwater flooding.

### Flood Event Impact:

- 41 external properties were affected by flooding.
- 9 internal properties experienced flooding.
- Windsor Road, Yard Mead & 6 unnamed rear roads/access roads to properties. Were flooded.
- Multiple houseboats stranded/isolated were flooded. This can be classified as 'unliveable'.
- Date & Cause: Main River flood of the Thames on 6<sup>th</sup> January 2024, following heavy rainfall from Storm Henk on 4<sup>th</sup> January 2024. The Thames overflowed from the banks of the river and flowed towards properties.
- Duration: Flooding lasted approximately 7 days on properties.
- Property flood resilience: Varied flood resilience; higher properties with flood defences remained dry internally but residents were stranded. Lower properties flooded internally or into the subfloor void.
- Businesses: Multiple businesses stopped operations for several days due to access issues and damages.
- Residential Boats: Some people evacuated; others remained due to fear of boats being lost or destroyed in the river.
- Infrastructure: Surrey section of Windsor Road, a known highway wetspot, was inaccessible due to flooding.
- Groundwater: Groundwater flooding started at National Trust Runnymede Park, affecting properties between M25 and Windsor Road.
- Historical Context: Area also experienced severe flooding in 2003 and 2014. Published section 19 investigation available for the 2014 floods. See [https://www.surreycc.gov.uk/\\_\\_data/assets/pdf\\_file/0010/71929/10-Runnymede-Borough-S19-Report.pdf](https://www.surreycc.gov.uk/__data/assets/pdf_file/0010/71929/10-Runnymede-Borough-S19-Report.pdf)

### Recommendations:

The Environment Agency should consider the following:

- Work with the residents to understand the issues encountered with the warning system and work with residents to improve its effectiveness.
- Respond to resident concerns about the Jubilee River, its use during the flood, and its effect on flood risk.
- Respond to resident concerns about the maintenance of the river Thames.

Surrey County Council should consider the following:

- Continue to engage and coordinate with residents and RMAs fulfilling their duty to investigate flood events under section 19.

Runnymede Borough Council Planning may consider:

- Reviewing the planning requirements of properties located within the fluvial flood risk zone. This would be to ensure the threshold levels are set to a point where they are resilient to existing and future flood levels from the Thames

Residents and businesses may consider the following:

- Improving property resilience to minimise disruption to the building. this should be done under the instruction of a qualified and competent professional and the relevant permissions and consents should be given prior to works. Apply for grants to install property flood resilience measures (if applicable). See <https://www.surreycc.gov.uk/community/emergency-planning-and-community-safety/flooding>
- Continue reporting property and sewage flooding to relevant authorities.
- Prepare an emergency action plans for home and cars.
- Consider signing up for flood warnings if you are not already. See <https://www.gov.uk/sign-up-for-flood-warnings>

## **Actions taken/ to be taken**

### **Environment Agency**

Response: **Flood Alert: River Thames from Datchet to Shepperton Green**  
(Code: 061WAF23Datchet)

*Flood alerts are issued when flooding from the river is possible, with impacts expected to be flooding to low lying land, footpaths and minor roads near rivers, recreation areas, farmland and gardens. A flood alert was issued at 12.32pm on 2<sup>nd</sup> January 2024 and remained in force until 09:50 am on 15<sup>th</sup> January 2024. **Flood Warning:** Properties closest to the River Thames from Runnymede Pleasure Grounds, Staines to Penton Hook: (Code: 061FWF23XStaines). Flood warnings are issued when flooding from the river is expected. We issue a flood warning when we expect internal property flooding to people's homes. The river was reacting unpredictably, so a pre-emptive flood warning was issued. Overnight, levels did not reach the forecast, so the warning was removed at 8:55 AM on January 5<sup>th</sup>, 2024. The removal message incorrectly referred to a flood alert being removed. A new flood warning for properties from Runnymede Pleasure Grounds, Staines to Penton Hook was issued at 3:13 PM on January 6<sup>th</sup>, 2024, and remained in force until 4:38 PM on January 12<sup>th</sup>, 2024. We acknowledge the confusion caused by the removal and re-issuing of warnings. Although the warnings provided some preparation time, most residents felt it was inadequate. A flood warning for Properties closest to the River Thames from Runnymede Pleasure Grounds, Staines to Penton Hook was issued at 10.11pm on 04 January 2024. This was issued because the river*

### **Surrey County Council**

- Highways closed Windsor Road on the 7<sup>th</sup> of January 2024. Windsor Road was cleared of debris on the 13<sup>th</sup> of January 2024

- Surrey Fire and Rescue services attended during the flood event, assessing and evacuating residents.
- SCC flood and climate resilience officers have conducted site visits and coordinated with the residents and the EA, documenting concerns and information as per Section 19.



# Flood Summary Map

