

Herefordshire Council Local Flood Risk Management Strategy Action Plan

Action ID	Strategy Objective	Proposed Action	Details of Action	Outcome	Timeframe for Implementation	Update September 2018	Update July 2019	Update February 2021	Update October 2022	RAG Rating
001		Collate and analyse existing historic flood records held by Herefordshire Council.	Review historic flood records by the Council. Combine multiple data sources into a single location or into a single format that is compatible with other flood records. Analyse flood records to illustrate properties and communities at greatest risk. Produce mapped outputs of analysis.	To collate existing data into a format that can be used to gain improved understanding of flood risk.	December 2016	Action complete. Historic flood records have been reviewed as part of the Herefordshire Preliminary Flood Risk Assessment (PFRA) update (2017). All records are now in one location. Further work is to be carried out to ensure all available information for each record is correctly recorded. These flood records have been analysed (as part of the PFRA update) and this has prompted the need for investigating flood events and producing the requisite Section 19 reports (see Action ID 004).	Complete, see previous update.	Complete, see previous update. A Geo-referenced layer of flood affected properties continues to be maintained.	A Geo-referenced layer of flood affected properties continues to be maintained and is currently being migrated into a Postgres database.	Amber
002		Review, develop and implement a comprehensive system to record future flood events that occur throughout Herefordshire.	Evaluate the methods by which flood events are currently recorded. Develop a comprehensive, appropriate and consistent system for the recording of future flood events. Agree and implement minimum 'core' information required for all flood events, and additional data that should be collected for more significant flood events.	To have a consistent and user-friendly method for the recording and review of flooding events.	December 2016 Review annually	Table 4 in the Local Flood Risk Management Strategy sets out the information required for flood events (dependent upon size and impact). If Herefordshire Council receive calls regarding internal flooding, the public are directed to fill out the form on the Herefordshire Council website. This is the method for capturing flood information. Occasionally, calls received in regards to highway flooding do not get captured in the same way. Highway flooding events are directed to our Drainage Technicians who investigate the flood further and record the flood event in our main database. The flooding episodes reported on the website are reviewed and the GIS layer is then updated. We have enquired about obtaining flood information from 999 calls. Due to data sharing issues, Hereford and Worcester fire rescue service were reluctant to release flood data. In addition to this, it was also made clear that the flood events caused by burst pipes are not separated from fluvial/surface water flood events.	See previous update	We are dependant upon the public calling in about flood events and filling in the appropriate forms to capture flood data. HC collated information following the October 2019 and February 2020 flood events through the Recovery Grants it administered. Further information continues to be collected by HC as part of applications from property owners for Property Flood Resilience funding. HC continues to collect details through the Report flooding to your property form on the HC website. Due to the large volumes of data generated by the storm events of the last two years, BBLP has added a layer into AMX to capture flooding issues. There are further data sets yet to come from our S19 work and also EA flood assessments that are ongoing. Whilst this data is being captured, the mechanism to analyse the data is through the S19 report route.	We still collate details of flood events reported to us by the public, either by phone or through the website. HC has collated information through the Property Flood Resilience (PFR) Grant Scheme it administered on behalf of Defra. BBLP continues to capture flooding issues through its AMX system. S19 reports for any future flood events will continue to be a key source of data. The recording of data will be further considered as part of our refresh of our LFRMS.	Amber
003	Objective 1: Understand flood risks throughout Herefordshire.	Review and, where necessary, improve the sharing of flood event data between the key risk management authorities.	Review current data sharing arrangements and, where appropriate, improve the sharing of flood event data associated with Section 19 flood events with the Environment Agency, Welsh Water and Severn Trent Water to develop and agree a standardised approach.	To improve awareness of significant flooding events from non-local sources of flooding and to help to identify opportunities for collaborative working.	December 2016 Review annually	Meetings with other Risk Management Authorities (RMA) are on-going (EA - quarterly, DCWW - bi-annually, STW - annually).	Ongoing, see previous update	HC chairs regular meetings with BBLP and the EA covering key areas within the county for the purpose of identifying opportunities to reduce flood risk in a collaborative manner. These meetings are now held every 3-4 weeks and the EA provides updates on its Initial Assessments of options to reduce flood risk at key locations. These build on previous work and take into consideration the flooding which occurred during 2019/20 and the government's recently updated approach to funding of flood risk management works. Options are currently being considered for locations including Greyfriars, Hampton Bishop, Leintwardine/Walford. DCWW and STW flood data is collated as part of S19 work but in 2021/22 we will be requesting an annual update of key flood event data from both parties as well as ad hoc data following particular storm events	HC still chairs meetings every month with BBLP and the EA in order to identify opportunities to reduce flood risk in a collaborative manner. DCWW flood data has been obtained and a request made for recent STW data.	Amber
004		Continue to investigate significant flooding events in accordance with Section 19 of the Act	Ensure 'significant' flood events are investigated in accordance with Section 19 of the Act using the standardised investigation template developed by the Council.	To improve understanding and awareness of significant flooding events from local sources of flooding, and to better inform the decision making process.	On-going throughout delivery of Strategy	We are presently undertaking investigations and producing Section 19 reports.	Bill Mills S19 report is complete Currently producing S19 report for Daycroft Lane, Walford	Initial analysis has been carried out of the October 2019 and February 2020 flood events identifying the need for 30 S19 reports. A desktop study is currently being conducted in order to further refine this dataset which we anticipate will be completed by April 2021. However, these reports are revenue funded and as yet funding to complete all S19 work has not been identified. Event Magnitude analysis has been undertaken of the October 2019 and February 2020 flood events.	Analysis was carried out for flood events in October 2019 and February 2020 that were attributable to local sources of flooding. An overall Section 19 report, event analysis and 28 location summary documents have been published on our flooding webpages.	Green
005		Publish Section 19 Investigations in accordance with Section 19 of the Act.	Make the key findings of Section 19 Investigations available to other risk management authorities, stakeholders and the public. Develop an appropriate process to implement this to protect potentially sensitive information.	To improve understanding and awareness of significant flooding events from local sources of flooding, and to better inform the decision making process.	On-going throughout delivery of Strategy	It has been identified that some further (historic) Section 19 reports need to be produced. Once completed, these reports will be shared with the relevant RMAs and public where necessary. We are aware of the sensitivity of the data.	ongoing, - see previous update	Whilst the desktop study will help in us prioritising and defining a programme of further investigations, completing all of these will clearly take some time.	Our Section 19 analysis has been published on our flooding webpages.	Green
006		Use Section 19 Investigations to improve understanding of flood risk and prioritisation process	Link Section 19 Investigations to historic flood records for the purpose of highlighting the location of events considered to be 'significant', identifying those communities at greatest risk of flooding and informing the prioritisation process.	To identify communities likely to be at greatest risk of flooding.	On-going throughout delivery of Strategy	Once the Section 19 reports have been completed, these will contribute towards our analysis of the prioritisation of the communities at greatest risk of flooding.	ongoing, as and when - see previous update	Section 19 reports will be added to the data set once complete	Our Section 19 analysis has helped inform our future potential flood schemes.	Green
007		Continue to improve and share understanding of flood characteristics and mechanisms.	Update and publish the Herefordshire SFRA.	To ensure the most up to date flood data is made available to all relevant stakeholders and used in the delivery of all flood risk management activities.	May 2017	The Herefordshire Strategic Flood Risk Assessment (SFRA) Level 1 is nearing completion.	Action complete. The Herefordshire Strategic Flood Risk Assessment Level 1 was published in April 2019.	Complete, see previous update.	BBLP captures flooding mechanisms through its AMX system. How this data can be exported and shared to assist the respective RMAs will be further considered as part of our refresh of our LFRMS.	Amber
008		Investigate and implement improved methods of communication.	Review the Council's website and, where appropriate, implement initiatives to raise awareness of flooding within communities at greatest risk, such as promotion of community resilience groups, strengthening the role of the Parish Council and maintaining the Locality Stewards and Lengthsman Scheme initiative.	To ensure that the most vulnerable of communities are aware of the risks of flooding within their locality.	April 2017 Review annually	A Natural Flood Management Project Officer has been appointed by Herefordshire Council. We believe this will aid in promoting flood awareness in communities and with landowners.	NFM Project launch events were held in all of the 7 NFM catchment areas. These events were open to the public and were attended by 142 people. From the back of these events, NFM community groups were set up in each catchment. In total 58 people attended the 1st NFM Community group meetings. NFM Project leaflet produced and distributed. NFM webpage produced www.herefordshire.gov.uk/nfm, radio and media coverage was received by the project including BBC Radio Hereford and Worcester. Project newsletter produced and circulated. Catchment Advisors from Wye and Usk Foundation and Severn Rivers Trust have been engaging with landowners. NFM Volunteer scheme set up. Parish Councils and ward members kept informed of project.	The 2021/22 annual plan for the public realm services contract with BBLP has new posts within it to assist with supporting local flood groups and creating better local relationships with communities, landowners, PCs, IDBs etc. This is subject to annual plan approval and recruitment. Three of the NFM Community groups had a 2nd meeting, these meetings were attended by a total of 47 people. Covid-19 restrictions prevented further meetings occurring. NFM newsletter produced and circulated. NFM webpage updated with more info including case studies. More media coverage, including BBC Radio 4 Farming Today interview on NFM. Catchment Advisors have continued to engage with landowners and help implement NFM. Parish Councils and ward members kept informed of project. NFM Officer being approached by landowners and parish councils outside of the project area who want to get involved with NFM.	Funding is allocated within the annual plan for the public realm services contract with BBLP for supporting local flood groups and communities - this point of contact has been engaged with several communities. We hope to resume community engagement within seven priority sub-catchments as part of the Herefordshire NFM project.	Green
009		Ensure consistency in communication	Review the Council's website and, where necessary, ensure that the website is aligned with the current processes and procedures as set out within the LFRMS.	To ensure consistency in the management of flood risk.	December 2016	Flood elements on the Herefordshire Council website were reviewed in 2017 and will continue to be updated as and when required.	Ongoing, business as usual activity.	The flood section of the HC website is split into the following sections: Prepare for a flood; Report a flood; After a flood; and How we manage flooding. It also contains information relating to the River Wye and Lugg Natural Flood Management Project and Ditch and drainage responsibilities.	Ongoing, business as usual activity. We continue to update our flooding webpages with relevant information.	Green
010		Maintain and improve communication with key risk management authorities	Maintain regular communication with the Environment Agency (quarterly) and Welsh Water (bi-annually), and implement similar systems of communication with Severn Trent Water (annually) and the IDBs (bi-annually).	To improve communication and collaboration between risk management authorities.	underway; Review annually	We are continuing to meet with the Risk Management Authorities (EA - quarterly, DCWW - bi-annually). We have been in contact with the Internal Drainage Boards. It has been established that the Lower Severn IDB have no assets in Herefordshire. We are aware that they undertake maintenance on watercourses between Ledbury and Bosbury. We consult with the River Lugg IDB on an ongoing basis.	Ongoing, see previous update	Ongoing, business as usual activity as regular dialogue takes place with the EA, DCWW, STW, IDBs and neighbouring LLFAs. Furthermore, HC chairs meetings with BBLP and the EA every 3-4 weeks for the primary purpose of identifying opportunities to reduce flood risk in a collaborative manner.	Ongoing, business as usual activity. Regular virtual meetings are held with the water companies and site meetings are arranged as required. The EA attend our monthly flood risk management meetings.	Amber
011	Objective 2: Manage the likelihood and impacts of flooding.	Develop a register of assets that are considered to have a significant effect on a flood risk	Review and, where necessary, enhance the Council's existing register of assets for which the Council are responsible. Where assets are recorded elsewhere, ensure that the information held within alternative records is appropriate. Ensure key assets are included within the register(s), most notably those assets that are considered most important to flood risk management or that could pose greatest risk of they were to fail.	To identify those assets which are considered to have a significant effect on flood risk, and to inform proactive maintenance of these assets.	December 2016	We have produced a register of flood risk assets and input this into AMX.	Complete, see previous update.	Complete, see previous update.	Complete, see previous update.	Green
012		Maintain a register of assets that are considered to have a significant effect on a flood risk	Continue to add assets that are considered important for flood risk management to the asset register. Review and, where appropriate, include assets that are within the ownership of other Council departments or in private ownership but that are considered likely to have a significant effect on flood risk.	To identify those assets which are considered to have a significant effect on flood risk, and to inform proactive maintenance of these assets.	On-going throughout delivery of Strategy	Our asset register is continually being updated and enhanced as new assets are reviewed. Assets are added following review of historic records and following site visits. The inspection frequency of each asset has been assessed and updated to reflect the associated risk. This varies from 6 months to 5 years.	Ongoing, business as usual activity.	Ongoing, business as usual activity - the asset register is being enhanced with S19 data.	Ongoing, business as usual activity	Green
013		Ensure other risk management authorities are maintaining a register of assets that are considered to have a significant effect on flood risk	Ensure that the register of assets held by other key risk management authorities is appropriate to meet the requirements of the Flood and Water Management Act.	To identify those assets which are considered to have a significant effect on flood risk, and to inform proactive maintenance of these assets.	April 2017 Review annually	We have received the updated Welsh Water asset database and will continue to receive the updated quarterly. This includes 'Highway Flood Risk Assets' and 'Non-Highway Flood Risk Assets'. We have also received Severn Trent Water's asset database.	Ongoing, we continue to share GIS data between organisations	Ongoing, we continue to share GIS data between organisations.	Ongoing, we continue to share GIS data between organisations. Discussions are underway at a national level regarding sharing highway asset data	Amber
014		Continue to undertake proactive maintenance of assets that are considered to have a significant effect on a flood risk	Continue to undertake maintenance activities and, where appropriate, review the current system of prioritising proactive maintenance to identify any opportunities for improvement, building on the current methods of planning cyclical maintenance activities.	To continually improve the planning of maintenance works for the benefit of improved flood risk management.	April 2017	Maintenance of flood risk assets is undertaken as necessary. This may be raised in a public enquiry or by a Locality Steward. Critical assets are inspected for the annual cleanse each autumn.	Ongoing, see previous update	Locality stewards continue to raise defects. HC maintains two jetters and trash screens are regularly cleared to prevent flooding.	Ongoing, business as usual activity. The maintenance of flood risk assets is undertaken as necessary. Critical assets are inspected for an annual cleanse each autumn.	Amber
015		Implement a clear and transparent system for the prioritisation of communities and infrastructure at risk of flooding.	Undertake a review of available flood risk data sources. Implement the proposed principles of prioritisation to identify those communities considered to be at greatest risk of flooding or that may experience the greatest consequences should a flood event occur, and to inform the selection of appropriate measures.	To ensure a fair and transparent process for the assessment and implementation of flood management measures.	On-going throughout delivery of Strategy	Once the additional Section 19 reports have been completed, these will be used to contribute towards the prioritisation of sites at risk of flooding.	Prioritised as per matrix within strategy, only sites with 3 or more properties at risk are progress	Whilst the desktop study will help in us prioritising and defining a programme of further investigations, completing all of these will require additional resource. It will be important to keep communities informed of progress as it may take some time to complete all investigations.	Ongoing, business as usual activity. Prioritised as per matrix within the LFRMS and discussed within our monthly flood risk management meetings (the notes of which are published on our webpages. How this information is shared externally will be further considered as part of our refresh of our LFRMS.	Amber
016	Raise awareness and enforce riparian ownership responsibilities.	Continue to raise awareness of riparian ownership responsibilities and, where necessary, take enforcement action to ensure riparian owners undertake the necessary maintenance of their assets and do not undertake works that may increase flood risk to properties, the highway or surrounding land.	To ensure that local communities take responsibility for managing flood risk.	On-going throughout delivery of Strategy	Our 'Ditches and Drainage in Herefordshire Guidance on Landowner Responsibilities' was updated in September 2018. We have reminded our Locality Stewards to 'spread the word'.	This has been updated.	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 enforcement will be briefed to members. These processes are to be rolled out as part of the 2021/22 BBLP annual plan.	Processes have been consolidated and formalised in a Riparian Drainage Process	Green	
017	Objective 3: Help the community help themselves.	Promote the role of Community Resilience Groups.	Continue to actively promote communities at risk of flooding to form a Community Resilience Group and, if necessary, prepare and implement a Community Resilience Plan and/or Personal Flood Plan in consultation with the Parish Council and relevant Locality Steward.	To raise awareness of flooding within local communities and encourage communities to be better prepared.	On-going throughout delivery of Strategy	There are presently only two flood action groups within Herefordshire - Bodenham and Brimfield. BBLP have reminded Locality Stewards to 'spread the word'.	Ongoing, see previous update.	Further groups have emerged in other parts of the county, including: Greyfriars; Ewys Harold; Walford; Leintwardine; Hampton Bishop; Eardisland. Flooding webinar to be held in Spring 2021 with multi-agency partners under the banner of the Herefordshire Tactical Co-ordinating Group (TCG). Follow up webinar to be held later in the year. A Parish summit on community resilience is planned to further support the excellent work carried out by Parishes and support those Parishes who need more support. We will be working with the EA, BBLP, Talk Community and other HC colleagues regarding how we can help those flood affected communities prepare for future flooding. The 2021/22 annual plan for the public realm services contract with BBLP has new posts within it to assist with supporting local flood groups and creating better local relationships with communities, landowners, PCs, IDBs etc. This is subject to annual plan approval and recruitment.	Funding is allocated within the annual plan for the public realm services contract with BBLP for supporting local flood groups and communities. Feedback received indicates that this has been well received and proven effective in mobilising and sustaining community engagement.	Green
018		Investigate and implement improved methods of communication.	Investigate and, where appropriate, implement initiatives to improve communication during a flooding event such as using local media, better use of the Council's website and linking with national websites.	To improve knowledge of flooding throughout Herefordshire and thus reduce the risks associated with flooding.	April 2017 Review annually	Flood elements on the Herefordshire Council website were reviewed in 2017 and will continue to be updated as and when required. Further information to be added about our Natural Flood Management Project.	BBLP has forwarded technical details for update which HC has used in updating its website	Emails sent to all flooded properties that received funding, setting out further sources of information. Range of messages developed for use on social media. Information relating to road closures, flooding and upcoming drainage works is pushed out through twitter and a Facebook page has also been set up to broaden out the target audience. Information sent out in January 2021 to over 300 community contacts covering the following points: Encouraging people to report flooding; Signposting people to Talk Community support; Referencing flood groups; Listing how people can limit the impact of flooding; Signposting support for people experiencing stress, anxiety, low mood, depression.	BBLP have allocated resources to the task of supporting local flood groups. Feedback from the respective groups indicates that the engagement is well received and is effective in mobilising and sustaining community engagement	Green

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022		Promote the Flood Recovery Framework.	Raise awareness of the scheme to those impacted by flooding in Herefordshire and administer recovery grants and council tax/business rates relief.	To help support residents and businesses who experienced severe damages from the flooding.	On-going throughout delivery of Strategy	-	-	The Flood Recovery Framework was not activated in October 2019 - recovery grants were instead funded locally. The Framework was activated in February 2020 - 545 Community Flood Recovery Grants and 207 Business Flood Recovery Grants were issued. MHCLG confirmed on 26 February that the Flood Recovery Framework was not to be activated for Storm Christoph (January 2021).	DLUHC confirmed that the Flood Recovery Framework was not to be activated for the flooding experienced in February 2022.	Green
023		Promote the Property Flood Resilience Recovery Support Scheme 2020.	Raise awareness of the scheme to those property owners in Herefordshire affected by flooding from storms Ciara and Dennis in February 2020. The scheme provides up to £5,000 (inclusive of VAT) per eligible property to help make them more resilient to future floods.	To help support residents and businesses who experienced severe damages from the flooding event to become more resilient to the impacts of flooding and reduce the length of time needed for recovery, if flooding were to re-occur.	December 2021	-	-	Scheme launched in July 2020. Of 701 eligible properties, 373 Expressions of Interest have been received, resulting in 72 Applications. We are continuing to liaise with Defra and colleagues as to how we can maximise uptake.	The PFR scheme that we administered on behalf of Defra in Herefordshire since May 2020 ended in July 2022. Through this scheme we have supported 212 property owners in accessing a total of over £966,000 of funding to make their properties more resilient to future flood events.	Green
019	Objective 4: Manage flood warning, response and recovery.	Improve local flood warning systems and road closure information.	Investigate opportunities to compare river gauge data with anecdotal evidence to better predict when local communities may be at risk of flooding from local sources and when road closures may need to be enforced.	To ensure that communities can be better informed of flood risks and local road closures.	April 2017	We are seeking to capture river gauge data that will allow us to refine the information that can be used for this task.	We have installed 8 river monitoring stations (stations installed on: Cheaton brook, Ridgemoor brook, Brimfield brook, Norton brook, Red brook, Tedstone brook, Pentake brook and Dulas brook) and 6 rainfall monitoring stations within the NFM catchment areas. Data collected from these stations is publically available and access details can be found on the council's NFM webpage. We also have access to Bodenham Parish Council's river monitoring station data on the Milcroft brook and to the EA's rainfall monitoring station in the Brimfield brook.	We are working with the EA to help them install flood warning systems within the catchments of Brimfield/Orleton and Ewyas Harold. We are also working with Luston parish council to install a river level gauge board within the village on the Ridgemoor brook. We are currently reviewing the Letton signage, along with the use of gauge boards to assess whether a system of signage can be installed that can be more quickly deployed/removed than the current labour intensive arrangements. We consider the gauge board aspect as being important if someone were to ignore the signage, there is an on-site indicator of the flood depth. The warning system is currently being designed and is intended to improve the management of the closures so that there is more confidence in the closure validity, as well as ensuring that resource can be appropriately planned to respond to a flood event. A Network Resilience cluster group has been instigated that will define, amongst other things prioritise sites for flood gauges and road closure processes including trigger points at key sites.	The EA has installed flood warning systems in Orleton and Ewyas Harold which are scheduled to go live in February 2023, at which point the data will also be made available on the River Levels Online service on the gov.uk website. Through the NFM project a river level gauge board has been installed within Luston on the Ridgemoor brook. A scheme is underway to improve the Letton highway signage along with the use of gauge boards to assess whether a system of signage can be installed that can be more quickly deployed/removed than the current labour intensive arrangements. A Network Resilience cluster group has been instigated that will define, amongst other things prioritise sites for flood gauges and road closure processes including trigger points at key sites.	Amber
020	Objective 5: Promote sustainable and appropriate development.	Improve the management of surface water runoff.	Implement the newly published Local SUDS Handbook to promote the appropriate management of surface water runoff through the planning approval process.	To identify and encourage opportunities to manage runoff to prevent increased flood risk and reduce existing flood risk.	On-going throughout delivery of Strategy	The Local SuDS Handbook is being promoted (through email signature) and is being implemented through our planning permission responses.	Ongoing, see previous update	New considerations around foul/combined sewer design will likely require a review of the current handbook, this should be considered for either the 21/22 annual plan.	The Environment Agency are currently reviewing the Surface Water mapping to include culverts, this will improve accuracy and in turn assist in the delivery of development where flooding may be a concern.	Green
021		Implement robust and appropriate planning policy.	Complete the Herefordshire SFRA and implement appropriate policies in the Local Plan, Neighbourhood Plans and NPPF.	To encourage a best practice approach for land use planning and development design.	December 2016	Herefordshire SFRA Level 1 is nearing completion. The Level 2 SFRA's (Land at Hardwick Bank in Bromyard BY2, Land North of the Viaduct in Ledbury LB2, Leominster Urban Expansion LO2, Land at Hildersley in Ross-on-Wye RW2) are underway. This is based on modelling prepared by the Environment Agency.	Action complete. The Herefordshire Strategic Flood Risk Assessment Level 1 was published in April 2019.	Complete, see previous update.	Complete, see previous update.	Green