



January/February 2021 Flooding Debrief Report

29 April 2021

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1. Introduction

This debrief report provides information as to the build-up and response to the flooding that occurred between January and February 2021. The aim of this report is to collate the information gathered from partner agencies, Royal Borough of Windsor and Maidenhead (RBWM) staff and the communities affected in relation to the Councils response in order to identify good practice and areas for improvement. Recommendations have been made in order to improve the response for any future incidents that may occur, accepting that no flood event is the same.

What this report does not cover is why individual properties flooded – i.e. surface, groundwater, or river flooding but it does cover the response to the flood events.

This report will be shared across RBWM services, partner agencies and the RBWM Flood Liaison Group.

This report was prepared by the Joint Emergency Planning Unit. Any questions relating to the report should be emailed to emergency.planning@rbwm.gov.uk

2. The Incident

The main flooding event occurred between 28/01/2021 – 05/02/2021 within RBWM. To gather a deeper understanding of how the flooding occurred it is important to understand the wider hydrological activity that led to this event as well as the history of flooding within the Borough.

2.1 Hydrological activity 2020/2021

Reviewing the 2019/2020 winter we saw a significant quantity of rainfall in the Thames Catchment area. This persistent rainfall resulted in the aquifers to recharge to a near critical levels. Over that winter period no property flooding occurred as a result of fluvial (river) or groundwater flooding.

A dry summer in 2020 allowed time for these aquifers to reduce in levels falling at the end of September at the higher end of 'normal' (in relation to the long term average) and as a result the rivers too were normal.

The start of October 2020 saw the first of the heavy and prolonged periods of rainfall which continued through until the end of February with 3 of the 5 months having rainfall levels being

above, if not significantly above, the long term average for that month period as shown in table 1 below.

Month/Year	Percentage of Rainfall	Month/Year	Percentage of Rainfall
October 2020	234%	January 2021	150%
November 2020	82%	February 2021	101%
December 2020	137%		

Table 1. Percentage of received average rainfall within the Thames Catchment area

This persistent rainfall led to the aquifers recharging with higher levels of groundwater being recorded throughout December, January and February.

In addition due to the heavy rainfall over the October to January period the soil moisture deficit (SMD) was very quickly at 0 (01/11/2020 – 01/02/2020). This meant that the soil could not 'hold' additional water resulting in any additional rainfall quickly running off resulting in a higher risk of surface water issues, groundwater levels increasing and quickly flowing into the river systems.

[Appendix 1](#) details the weather warnings issued in January and February which included rain and ice alerts.

2.2 Flooding Risk in RBWM

RBWM is subject to surface, fluvial and groundwater flooding.

Fluvial flooding from the River Thames (alleviated by the Jubilee River which diverts river water from the R Thames upstream of Maidenhead, running parallel to the Thames before re-joining the Thames downstream of Windsor). Small adjustments in the river level results in significant change to the risk/level of flooding seen in Borough. In addition fluvial flooding may arise from the rivers Colne, Lodden and the Chertsey Brook.

Groundwater flooding is also a risk. When the River Thames rises for extended periods of time it is recognised that the groundwater in the surrounding area also rises in line with this (albeit it at a slower rate). This therefore causes a second (often more prolonged) type of flooding which takes longer to recede. The area in the Borough at risk of groundwater flooding is East Maidenhead.

Surface water flooding is also a risk but less predictable by its nature.

3. January/February 2021 – Response Activities

To understand how the event unfolded a timeline of the flood alerts/warnings as they were issued as well as actions taken by agencies is detailed in [Appendix 2](#).

4. Debrief

The debrief consisted of two parts one for internal services and professional partners and one for flood wardens, Parishes and Ward Members in the communities affected. This section sets out this feedback.

4.1 Positive Attributes and Lessons Identified

Part 1 of the debrief process was professional partner and RBWM internal services reflections which was conducted via questionnaire form. This allowed internal services and partners to take time to consider the positive areas of the response as well as the areas of learning. The feedback and suggested improvements to be made are set out in [Appendix 3](#).

Part 2 of the debrief process was an online survey consisting of 16 questions which were sent to the flood wardens, Parishes and Ward Members within the communities. For RBWM there were 24 replies, from a number of different communities, not only those directly affected by this flooding. [Appendix 4](#) provides details of the responders and the feedback to the survey. (note the survey was also undertaken by West Berkshire Council communities as part of the Joint Emergency Planning Unit role)

5. Summary & Recommendations

Upon review of the incident it is recognised that the area received an above average amount of rainfall for the Autumn/Winter period resulting in a heightened risk of flooding. Although the river levels and the impact was not as significant as the last major flooding in 2014 there were risks to the communities in the flood risk areas.

To add to the complexities were the risks and challenges of responding in a COVID19 environment and as indicated a number of the responders within RBWM were new to the Council so had not had the experience and knowledge of the 2014 event.

All that said the overall feedback has been positive with some good feedback about the response undertaken by the Council and its contractors to take forward into the future. What

also cannot be ignored however is the excellent support from the communities themselves which helped.

As expected there are some lessons which have been identified these are highlighted in Appendices 3 & 4. From this feedback a number of recommendations have been extracted which are set out in table 2 below.

#	Topic	Action	Responsibility
1	Plans – Adverse Weather	Review and revise the adverse weather plan and emergency response framework as necessary to ensure they include: <ul style="list-style-type: none"> - Value of at least once daily multi-service coordination meetings including the likely services to attend - Include in the plan the option for remote coordination meetings - Value of at least daily multi-agency coordination meetings - Clarity on roles and responsibilities for RBWM services - Key contacts and communications routes for the public and professional partners is provided and made public as soon as an incident has started 	RBWM – Emergency Planning supported by other services
2	Plans – Emergency Duty Officer Action Card	Prepare a short tactical plan for Emergency Duty Officers for the initial actions to be taken in flood conditions	RBWM – Emergency Planning
3	Plans – Cookham Common Causeway Plan	Review and revise the Cookham Common Causeway plan in order to make it simpler to implement	RBWM –Highways
4	Policy - Sandbags	Review and revise as necessary the Sandbag policy and ensure it is publically available	RBWM – Highways
5	Training- RBWM Staff	Training to be provided to RBWM staff in relation to: <ol style="list-style-type: none"> a. Adverse Weather Plan b. Site visits for new staff who may respond to flood risk areas to understand the geography and risks c. Working or not in flood water d. Out of Hours Emergency Duty Officers e. Loggist role f. Individual log taking g. Identifying and understanding vulnerable people 	RBWM – Emergency Planning
6	Training- Communities	Training and exercising opportunities to be considered with the local communities	RBWM – Emergency Planning
7	Training - RBWM and Communities	Undertake a workshop with flood risk communities including flood wardens, Parish Members, Ward members in relation to who is responsible for what and the RBWM flood plan	RBWM – Emergency Planning
8	Information Management	Consider an information management system to ensure issues are captured and recorded for all in RBWM to use including flagging flooded properties – internally in living space.	RBWM – Emergency Planning
9	Communications- to communities	Develop a system/template to provide accurate, relevant information to communities, Parish and Ward	RBWM – Emergency Planning & Communications


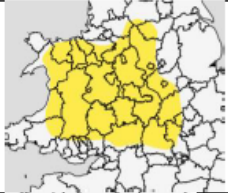

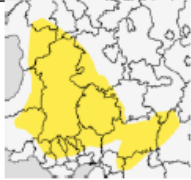

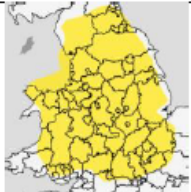

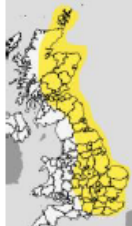
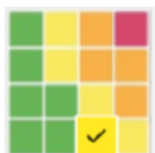
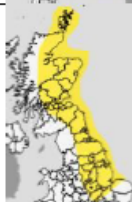

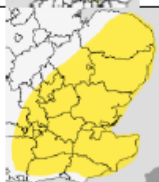
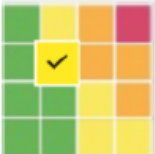
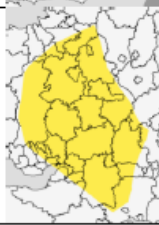
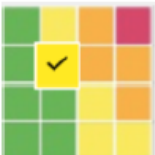
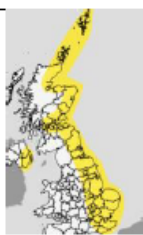
#	Topic	Action	Responsibility
		members including some pre-prepared guidance to be amended to fit the scenario	
10	Communications – RBWM Website	Review and update the Councils Adverse Weather/Flood Website Pages to ensure it is informative with up to date relevant data and links	RBWM – Emergency Planning, Highways & Communications
11	Communications-roles and responsibilities flood guidance	Develop a guide/leaflet/webpage in relation to who has responsibility for what before, during and after a flood event.	RBWM – Emergency Planning, Highways & Communications
12	Community Resilience	To work with local communities in developing their own emergency/flood plans which link with the RBWM plans	RBWM – Emergency Planning & Communities Communications

Table 2: Recommended Flood Response Improvement Actions

It is recommended that the timescale for the many of these recommendations should be by the end of Sept 2021, if approved, in advance of the winter period. Some however will be longer term projects.

Appendix 1: Weather Warnings: 18th Jan- 8th Feb 21

Warning	Matrix	Issued time	Valid from	Valid to	Area Covered
Event 1: Rain					
Rain		Sun 17 Jan 12:02 (updated – no change at 14:05)	Wed 20 Jan 00:00	Thu 21 Jan 03:00	
Rain		Mon 18 Jan 11:45 (Update for warning above – further update at 14:19 but no change)	Wed 20 Jan 00:00	Thu 21 Jan 12:00	
Rain		Mon 18 Jan 11:46 (Updated from a warning issued on 16 th but now includes MK – further updated at 14:18 but no change)	Tue 19 Jan 00:00	Thu 21 Jan 12:00	
Rain		Wed 20 Jan 12:13	Tue 19 Jan 00:00	Thu 21 Jan 06:00	
Rain		Wed 20 Jan 12:14	Wed 20 Jan 00:00	Thu 21 Jan 06:00	
Event 2: Snow and Ice					
Snow & Ice		Fri 22 Jan 11:01	Fri 22 Jan 16:00	Sat 23 Jan 10:30	
Event 3: Snow and Ice					
Snow & Ice		Fri 22 Jan 10:43	Sun 24 Jan 03:00	Sun 24 Jan 18:00	
Snow		Sat 23 Jan 10:31 (replaced the warning above)	Sun 24 Jan 03:00	Sun 24 Jan 21:00	
Snow		Sun 24 Jan 08:03 (update for warning above)	Sun 24 Jan 03:00	Sun 24 Jan 23:59	

Event 4: Snow					
Snow		Thu 28 Jan 10:58	Sat 30 Jan 03:00	Sat 30 Jan 18:00	
Snow		Fri 29 Jan 09:50 (Update of warning above. Updated again on 30 Sat Jan at 05:10 but no change for TV)	Sat 30 Jan 05:00	Sat 30 Jan 18:00	
Event 5: Snow and Ice					
Snow & Ice		Fri 29 Jan 10:36	Mon 01 Feb 21:00	Wed 03 Feb 23:45	
Event 6: Snow and Ice					
Snow & Ice		Thu 04 Feb 11:10	Sat 06 Feb 12:00	Sun 07 Feb 23:59	
Snow & Ice		Fri 05 Feb 10:40 (update of warning above and combined with new warning below)	Sat 06 Feb 15:00	Sun 07 Feb 23:59	
Snow		Fri 05 Feb 10:41	Sat 06 Feb 23:00	Mon 08 Feb 06:00	
Snow & Ice		Sat 06 Feb 10:06	Sat 06 Feb 21:00	Sun 07 Feb 10:00	
Event 7: Snow & Ice					
Snow & Ice		Thu 04 Feb 11:10	Mon 08 Feb 00:00	Mon 08 Feb 23:59	

Appendix 2 Timeline and key issues/actions

Date	Key Activities
28/01/2021 (Thurs)	<p>Reports of flooding on roads and in properties in RBWM – Holyport area. Reported delays in EA ability to respond by 8 hours. Noted that no flood warnings were in place at this point. Some confusion as to what caused the flooding. Also monitoring Ray Mill Road</p>
29/01/2021 (Fri)	<p>10:38 notified that Jubilee River opened from 10 to 20 cubits due to rainfall</p> <p>Flood Alerts in place:</p> <ul style="list-style-type: none"> • Chertsey Bourne • Lower River Loddon • Cut • River Thames <ul style="list-style-type: none"> • River Thames from Hurley to Cookham • River Thames from Maidenhead to Windsor and Eton • Lower River Colne and Frays River • Colnbrook <p>Flood Warnings in place:(10:53) Colne Brook at Colnbrook.</p> <p>Action by RBWM:</p> <ul style="list-style-type: none"> • Emergency Planning notified Flood Wardens in RBWM about flood alerts and warnings in place
30/01/2021 (Sat)	<p>Thames Valley wide responders Adverse Weather Telecom @ 13:00 hrs Flooding on roads reported at Coppermill Road, London Road Datchet and Old Windsor Flooding reports in properties at Moneyrow Green, Strut Green and Holybrook. Requests made for sandbags to shore up a private pond - not approved on basis of private pond and no imminent risk to properties internally of flooding.</p> <p>Action by RBWM: Highways officers deployed to review situation.</p>
31/01/2021 (Sun)	<p>No major updates or issues raised</p>
01/02/2021 (Mon)	<p>RBWM Internal Coordinating Meeting in place with services and contractors took place at 12:00 & 17:30</p> <p>Reports of flooding & flood risk situation:</p> <ul style="list-style-type: none"> • Wraysbury car spares flooded – possible pollution incident. • Groundwater increasing in the East Maidenhead area • London Road, Datchet. No homes at risk of flooding but road affected and gardens with water in them. Gulley sucker deployed to try to resolve. • Old Windsor – to Staines Road Closures in place (A308) • EA update indicated the level of flooding is on the edge, not expecting a 2014 level flooding but some areas in the flood warning area may be flooded. Some issues with resourcing due to COVID and self-isolation. Considering the deployment of Datchet Flood Defence Scheme but would need assistance to do so. Earliest would be Thurs for deployment to review on Tues depending on rainfall <p>Actions and checks put in place</p> <ul style="list-style-type: none"> • Flood warden update sent out in addition to ward members and Parishes • No reports of properties flooding internally. • Sandbags – RBWM will provide bags only if properties at direct risk of flooding inside the living space.

Date	Key Activities
	<ul style="list-style-type: none"> Website updated Community Wardens visiting the areas Concerns raised about Cookham access routes – monitoring put in place
02/02/2021 (Tues)	<p>Reports of flooding & flood risk situation :</p> <ul style="list-style-type: none"> No additional flooding reported. Thames still slowly rising. Deployment of flood defences to Datchet unlikely due to forecast and river levels. <p>Actions and checks put in place:</p> <ul style="list-style-type: none"> Flood warden update sent out in addition to ward members and Parishes Checks undertaken with Surrey and Bucks Councils Causeway shut but can access via other routes. No need for Cookham Causeway plan to be put in place. No reports of properties flooding internally. Sandbags available approx. 300 now with a further 500 being made up ready. Website updated Community Wardens visiting the areas Concerns raised due to flood warnings being issued as to a potential evacuation need of vulnerable in Wraysbury. Flood Warden and EA consulted both confirmed not likely overnight so to review in daylight when safer to move people if needed. EA considered a small increase overnight but more likely to stabilise and then start to fall. Multi-agency Tactical Coordinating Group to be put in place from 3/2/2021 to make sure all responding agencies are aware of situation. <p>Flood Warnings in place:(14:00)</p> <ul style="list-style-type: none"> River Thames at Wraysbury, River Thames to Bourne End
03/02/2021 (Wed)	<p>Reports of flooding & flood risk situation :</p> <ul style="list-style-type: none"> Early checks indicated slow rise but looks like some areas the levels were stabilising Thames Valley Flood Meeting (1030) confirmed that some rain expected but not a huge amount therefore expect the levels to start stabilising. No weather warnings in place. <p>Actions and checks put in place:</p> <ul style="list-style-type: none"> Wraysbury flood warden confirmed a slow but steady rise but appears to be starting to stabilise. No flooding of properties and unlikely at the current rate of rise. EA had staff out on site in Datchet to confirm that flood defences were not needed. Monitoring continued in relation to vulnerable people including NHS sites Calls being made to those shielding due to COVID19. Confirmed Cookham Ferry Lane either closed or very close to closing so linked with Bucks to confirm. Sandbags ready to deliver to the communities who expressed an interest to support the delivery and coordinated delivery in their community if needed. Traffic lights etc all ready to deploy if needed re Cookham Causeway. Bus tickets approved to be used on train if needed Community Wardens and Flood wardens out in the communities. Multi-Agency Tactical Coordinating Group (TCG) chaired by David Scott, RBWM took place at 1300hrs to ensure all agencies linked together re the response.

Date	Key Activities
04/02/2021 (Thurs)	Reports of flooding & flood risk situation : <ul style="list-style-type: none"> • Situation improving, levels stabilised and starting to reduce in some areas. Actions and checks put in place: <ul style="list-style-type: none"> • No issues in addition to the above • No properties flooded internally • Everyone ready to mobilise if the situation changed • TCG planned for 1500 cancelled due to improving situation.
05/02/2021 (Fri)	Reports of flooding & flood risk situation : <ul style="list-style-type: none"> • RBWM update confirmed the situation improving. Actions and checks put in place: <ul style="list-style-type: none"> • No new issues raised • No properties flooded internally • Roads previously flooded are now being reopened after checks • Concerns about flood water and dropping temperatures but contractor working on this. • Plans in place for over the weekend should the situation change.
8/2/2021 (Mon)	<ul style="list-style-type: none"> • No issues reporting • Situation improving • Closing down the response

Appendix 3 RBWM & Partners Responses

Internal Services and Professional Partners	
What Went well	Suggested Amendments & Additions to plans & Processes
Daily internal RBWM coordination meetings	<ul style="list-style-type: none"> Ensure part of flood plan and process
Local knowledge of responding teams and community	<ul style="list-style-type: none"> Ensure continued engagement with the local communities. Any new staff, contractors who have a flood role to have an induction to the flood risk communities by way of briefings and visits.
Knowledge of each departments remits.	<ul style="list-style-type: none"> Ensure clear in any plans as to who does what including internal services Provision of training to maintain knowledge and understanding
The correct people from the Council services were brought together quickly	<ul style="list-style-type: none"> To capture the services in attendance to ensure in the flood Plan including Highways, Contractors, Waste, Social Care, Education, Public Rights of Way, Emergency Planning, Communications, Contact Centre, OOH contact centre. Others may include Public Health and Environmental health depending on flood impact.
Multi-Agency working was good in particular bring together the TCG – a lesson learnt from 2014 thus ensuring all agencies knew what was going on across the area and could prepare jointly if needed.	<ul style="list-style-type: none"> To ensure this is replicated
Arranging for sandbag drops to communities to support in the distribution was good and a lesson from 2014	<ul style="list-style-type: none"> Amend the plan accordingly noting that sandbags are not a great means of flood prevention. Promote effective flood defences and property level protection should be put in place
Excellent working together under remote working conditions	<ul style="list-style-type: none"> Need to amend plans to allow for future remote meetings and working.
Adapting to the response under COVID19 conditions.	<ul style="list-style-type: none"> As above
Responsive services including identifying new risks by way of clinically extremely vulnerable clients due to COVID. Contacting them to ensure there welfare	
Good communications out to Ward Members, Parishes and Flood Wardens giving assurance as to what had happened and was likely to happen	<ul style="list-style-type: none"> Continue with this in future.

What did not go so well	Suggested Amendments & Additions to plans & Processes
Lack of training/ guidance for Emergency Duty Officers (EDO's) and officers who may be required to assist	<ul style="list-style-type: none"> • Tactical Plan for EDOs to be prepared • Training package for all officers who have a role in flood response to be developed
Lack of knowledge within the community as to the remit of the council	<ul style="list-style-type: none"> • Clear information to be prepared to assist community and other responders as to what the Council can and cannot do before, during and after a flood event. This may be by way of a leaflet, website information etc and should include guidance wider than the Council as to who is responsible for what.
Actions and key decisions to be more effectively captured and shared.	<ul style="list-style-type: none"> • Training by way of log books to be undertaken • Identifying and training of loggists to be undertaken • An information management system to be considered
Lack of cohesion between RBWM, Parish Councillors and Flood Wardens	<ul style="list-style-type: none"> • Undertake a workshop/training session with respect to adverse weather with internal and external partners to develop a more joined up approach.
Some of the plans need to be updated including Major Incident Plan (MIP), Activation plan, flood plan etc	<ul style="list-style-type: none"> • Plans currently under review include the Emergency Response Framework (formerly MIP), Activation Plan and Adverse Weather Plan – these are due to be completed in May 2021.
Understanding the process for managing and supporting Vulnerable people was not clear to some	<ul style="list-style-type: none"> • The Vulnerable People plan should be reviewed taking into account the changes from COVID19 and needs to engage OPTALIS and Contact Centre in the process.

Appendix 4: Community Survey Responses

The survey was distributed to flood wardens, Parish Councillors and Ward Members. In total we received 46 responses for both West Berkshire and RBWM. Suggested actions as a result of the feedback are highlighted in the Analysis or Commentary column.

Question	Responses	Analysis or Commentary.
What Local Authority area do you come under?	46 responses, 24 from RBWM.	There are 41 ward members, 15 Parishes and 10 flood wardens so there was a 36% response in RBWM.
What community do you represent?	Bray – 2 Clewer East – 1 Cookham – 1 Eton Wick – 2 Eton – 2 Datchet 1 Datchet Horton and Wraysbury – 1 Horton – 2 Hurley - 2 Old Windsor – 3 Riverside Ward – 2 RBWM – 1 Waltham St Lawrence – 3 No answer – 1	The communities which feedback were those most at risk of flooding.
Do you know of any properties within your community which flooded internally, i.e. in the living space of the house, not the garden, garage etc?	Yes: 7 No: 18	
How many properties in your community were flooded internally?	Of the 7 that knew of property flooding only 5 responded with the quantity of properties: - 2 properties - 5 properties - 11 properties - 5 properties	This was interesting since RBWM was only aware of 4 properties flooding internally in the living space. Recommendation: A process of capturing properties who flooded internally in the living space considered.

Question	Responses	Analysis or Commentary.																						
	<ul style="list-style-type: none"> - 3 properties <p>Of these responses 4 out of 5 knew which type of flooding caused the problem:</p> <ul style="list-style-type: none"> • Surface water • Groundwater • Sewage. 																							
<p>From what sources did you get information from about the predicted or ongoing flooding? Please tick all that apply.</p>	<p>From highest to lowest responders sources of information was:</p> <table border="1" data-bbox="591 576 1178 963"> <tbody> <tr> <td>EA website</td> <td>11</td> </tr> <tr> <td>EA warnings by phone</td> <td>7</td> </tr> <tr> <td>EA Email</td> <td>7</td> </tr> <tr> <td>Council social media</td> <td>6</td> </tr> <tr> <td>Local Community groups</td> <td>5</td> </tr> <tr> <td>Council website</td> <td>5</td> </tr> <tr> <td>EA social media</td> <td>5</td> </tr> <tr> <td>JEPU emails</td> <td>4</td> </tr> <tr> <td>Councils communication</td> <td>3</td> </tr> <tr> <td>EA Text</td> <td>2</td> </tr> <tr> <td>No information received</td> <td>4</td> </tr> </tbody> </table>	EA website	11	EA warnings by phone	7	EA Email	7	Council social media	6	Local Community groups	5	Council website	5	EA social media	5	JEPU emails	4	Councils communication	3	EA Text	2	No information received	4	<p>Many respondent's had multiple answers however 4 respondents said they didn't receive any information.</p> <p>The response however shows that there is no single point of information. As a flood event the majority of information is being sourced from the Environment Agency however the Councils information does feature and importantly the local community groups.</p> <p>In addition to the choices provided responders got information from:</p> <ul style="list-style-type: none"> - Other websites including https://www.gaugemap.co.uk - Personal observations of the rivers - Local residents <p>Recommendation: Ensuring the community groups have accurate information to share would be important and having a website to provide links to useful sources of information should be considered.</p>
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JEPU emails	4																							
Councils communication	3																							
EA Text	2																							
No information received	4																							
<p>How useful was the information you received?</p>	<p>EA website – Extremely useful (5), Very Useful (1), Somewhat useful (5), EA warnings by phone – Extremely useful (3), Very useful (2), Somewhat useful (1) EA warnings by email – Extremely useful (3), Very Useful (2), Somewhat useful (2)</p>	<table border="1" data-bbox="1346 1190 2024 1378"> <tbody> <tr> <td>EA website</td> <td>54% found the information extremely or very useful</td> </tr> <tr> <td>EA warnings by phone</td> <td>83% found the information extremely or very useful</td> </tr> <tr> <td>EA Email</td> <td>71% found the information extremely or very useful</td> </tr> </tbody> </table>	EA website	54% found the information extremely or very useful	EA warnings by phone	83% found the information extremely or very useful	EA Email	71% found the information extremely or very useful																
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Question	Responses	Analysis or Commentary.																	
	<p>Council social media – Very Useful (1), Somewhat useful (4) Local Community groups – Extremely useful (2), Very Useful (1), Somewhat useful (1) Council website – Extremely useful (1), Very Useful (1), Somewhat useful (2), Not useful (1) EA social media – Extremely useful (4), Somewhat useful (1) JEPU emails – Extremely useful (1), Very Useful (4), Council social media – Very Useful (1), Somewhat useful (4) Councils communication – Extremely useful (1), Somewhat useful (2) EA warnings by text – Extremely useful (2)</p> <p>Overall communication was seen as: Extremely useful (22), Very Useful (12), Somewhat useful (18), Not useful (1)</p>	<table border="1" data-bbox="1346 228 2018 794"> <tbody> <tr> <td data-bbox="1346 228 1637 320">Council social media</td> <td data-bbox="1637 228 2018 320">20% found the information very useful, 80% found the information somewhat useful</td> </tr> <tr> <td data-bbox="1346 320 1637 384">Local Community groups</td> <td data-bbox="1637 320 2018 384">75% found the information extremely or very useful</td> </tr> <tr> <td data-bbox="1346 384 1637 480">Council website</td> <td data-bbox="1637 384 2018 480">40% found the information extremely or very useful but 20% did not find it useful</td> </tr> <tr> <td data-bbox="1346 480 1637 544">EA social media</td> <td data-bbox="1637 480 2018 544">100% found the information extremely or very useful</td> </tr> <tr> <td data-bbox="1346 544 1637 608">JEPU emails</td> <td data-bbox="1637 544 2018 608">100% found the information extremely or very useful</td> </tr> <tr> <td data-bbox="1346 608 1637 671">Councils communication</td> <td data-bbox="1637 608 2018 671">100% found the information extremely or very useful</td> </tr> <tr> <td data-bbox="1346 671 1637 735">EA Text</td> <td data-bbox="1637 671 2018 735">100% found the information extremely useful</td> </tr> <tr> <td data-bbox="1346 735 1637 794">No information received</td> <td data-bbox="1637 735 2018 794">4</td> </tr> </tbody> </table> <p data-bbox="1335 831 2040 1034">Due to the small response numbers involved for each information source it is challenging to say one form of information is better than others. One point to note from the Councils point of view is that whilst the Councils Social media made up 10% of the sources of information it was not rated as very useful.</p> <p data-bbox="1335 1070 2040 1233">The Councils website was also not considered to be useful. However the Councils information from Joint Emergency Planning Unit and other Councils Communications was deemed to be extremely or very useful.</p> <p data-bbox="1335 1270 2040 1367">Some specific feedback in relation to the information content suggested that more information should be sent earlier in the event build up and provide more</p>		Council social media	20% found the information very useful, 80% found the information somewhat useful	Local Community groups	75% found the information extremely or very useful	Council website	40% found the information extremely or very useful but 20% did not find it useful	EA social media	100% found the information extremely or very useful	JEPU emails	100% found the information extremely or very useful	Councils communication	100% found the information extremely or very useful	EA Text	100% found the information extremely useful	No information received	4
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Question	Responses	Analysis or Commentary.
		<p>information as to what people should do now and what the Council and other agencies are doing about it.</p> <p>Some of the information provided by the Council was also considered too generic with more information about actions being taken such as the opening of the Jubilee River.</p> <p>Recommendation: The communication channels and content for before and during flood events should be reviewed to provide timely, useful and informative information to include the Councils website, social media and direct communications to Ward Members, Parishes and Flood Wardens.</p>
<p>How would you rate the overall response of this council in your area</p>	<p>Excellent – 2 Good – 3 Satisfactory – 7 Poor – 6 Not Applicable – 2</p>	<p>67% of responders for which the question was applicable indicated that the response by RBWM was satisfactory or better.</p> <p>Unfortunately 33% found it to be a poor response.</p> <p>The specific feedback in relation to this related to communications, knowing who to call, what number to use and where to find more information. In addition some confusion as to who is responsible for what – the Council, Thames Water, EA and landowners.</p> <p>Recommendation(s): Develop information by way of leaflet, website etc to clarify who does what in flood prevention and response.</p>

Question	Responses	Analysis or Commentary.
		Ensure the numbers to call are clear on any communication including the website for residents and community leaders to report issues to.
Does your community have a Community Flood/Emergency plan?	Yes – 10 No – 4 Don't know – 6	50% of those who responded to the question confirmed they had a community flood or emergency plan in place, with 20% not having one and 30% of responders did not know.
Was it activated during this period of flooding?	Yes – 4 No – 6	
Do you think it would be beneficial to develop a Community Flood/Emergency plan?	Yes – 2 Don't know – 2	For those who had a community or flood emergency plan only 40% of the plans were activated.
Would your community like help developing a Community Flood/Emergency plan?	Yes – 2	2 responders advised they could see the benefit of a community of flood emergency plan and would like help developing one, and 2 responders were not sure of the benefit. Recommendation(s): Emergency Planning to link with Parishes and community groups to support the development of emergency plans and improving engagement.
Do you think your community could do more to prepare for a flood or another emergency?	Yes – 10 No – 9	53% of those who responded to the question considered that the community could do more to be prepared.

Other specific feedback included:

Feedback	Targeted Owner
More joint training and exercising between responders and the communities	RBWM - Emergency Planning, other responding agencies and the communities
Linking with emergency planning in relation to Parishes ensuring contacts are in place (x3)	RBWM- Emergency Planning and the communities
Requests for RBWM to support the RTS Channel 1 scheme (X3)	RBWM (outside scope of this review)
RBWM to invest in more flood defence schemes	RBWM - Lead Local Flood Authority(outside scope of this review)
RBWM to improve drainage systems	RBWM Highways (outside scope of this review)
Would like more information including contacts and sources of more information	RBWM - Communications coordination
RBWM to manage the development on flood plans	RBWM – Development Control