

Note of Meeting  
Friday 11 April 2014, Alfold Village Hall  
Alfold Flooding Forum

Anne Milton MP (Chair) (AM)  
Alan Whitehead, Thames Water (TW)  
Andrew Hagger, Thames Water (TW)  
Francis Egleton, Thames Water (TW)  
Graham Purvis, Southern Water (SW)  
Beverley Weddell, Clerk, Alfold Parish Council and Loxwood Parish Council (PC)  
Kevin Deanus, Alfold Parish Council (PC)  
Doug Hill, Environment Agency (EA)  
Abhishek Sharma, Environment Agency (EA)  
Stuart Copping, Surrey County Council (SCC)  
Mark Howarth, Surrey County Council (SCC)  
Cllr Donal O'Neil, Waverley Borough Council (WBC)  
Nick Laker, Waverley Borough Council (WBC)  
Residents of Alfold and Loxwood  
Apologies:  
Cllr Mary Foryszewski  
Jenny Masding, Chair, Alfold Parish Council  
County Cllr Victoria Young

**Alfold Parish Council** had met SCC and WBC on site, identified problems and an action list (much of which had been completed) was now on the PC website. There were some items outstanding with SCC. Similar meetings were in hand at Loxwood.

Kevin Deanus is planning a community event in the summer, the PC will fund a hired digger; Anne Milton advised the PC to use the opportunity to hand out riparian ownership information.

Anne Milton stressed the importance of everyone letting the PC know of any instances of flooding so information can be collated and handed on to relevant agencies. The PC need to know when regular maintenance work is scheduled.

It was agreed that the April meeting of the Forum should in future take the form of a walkabout.

**Thames Water** reported that the consultants (Atkins) had provided 8 options, and had met Southern Water to consider the preferred option: source control. 11 flow monitors had been installed, and identified general areas of surface water ingress. Contractors were now refining the analysis. TW need to consider where surface water will go instead, the problem must not simply be passed on elsewhere.

Surrey County Council were also working with Atkins

TW have a portable generator, but it can be 2 hours or more from Clappers Meadow, and they had requested one to be installed there permanently. There were numerous power cuts, 3 in one day, most of the cables are overground, so a permanent generator was essential all the time, not just at disaster times. One was needed at Loxwood as well.

**ACTION: Anne Milton to write to support.**

WERM – TW reported one non-return valve had been fitted, one was due next week and one was outstanding. However, residents reported that 4 further valves were outstanding.

Brian Jelley reported that the bolt down covers at his home had failed; he had been flooded 9 times last year and 6 times this year; engineers had advised that his home will continue to flood until the whole system was fixed.

**ACTION: TW to check details of valves outstanding and pursue.**

**ACTION: TW/SCC to discuss what happens to water once valves are fitted.**

Southern Water reported that it would be too huge a capital project to upgrade all the way to the treatment works, and that separating the waste water from the sewage waste was the preferred way forward.

Anne Milton urged **both companies to let her know when supportive letters are needed for funding.**

**Environment Agency** had worked with SCC to submit a flood defence grant bid for Clappers Meadow for 2015, the decision would be made in August; the grant would fund a study to identify the water source catchment and ditches.

**ACTION: EA/SCC/WBC/TW/SW to discuss and report to the next meeting with a diagram/organogram to show how everything fits together.**

EA also acknowledged need to tie bids for Loxwood and work with Sussex together with work in Alfold.

**Waverley Borough Council** were making good progress on mapping and clearing ditches, although some were outstanding. More clearance would take place in the summer once areas had dried out. There was a need to raise pressure on riparian owners to accept and act on their responsibility for flooding and damage.

**Clappers Meadow Pumping Station:** The alarm goes at Reading when levels get too high, and message is sent to operator locally to respond (within 1-2 hours). If overloaded, a decision can be taken to bring tankers in. (Loxwood operates the same way).

**ACTION: Anne Milton to write to Southern Water and Thames Water – how often have pumping stations overloaded? How often have tankers been sent in?**

**Environment Agency** highlighted that grants of up to £5,000 were available to householders after flooding. The PC had supplied information to residents in Loxwood, and information was available on the PC website and Facebook page.

**ACTION: EA and PC to devise Community Action Plan**

Residents see an assortment of engineers who are not familiar with the area turning up, rarely see the same one, and the engineers are never aware of the history. Residents regard it as unnecessary cost which could be better put towards arranging solutions.

**ACTION: TW and SW to make sure information is co-ordinated.**

A resident reported that he had tried to submit claims through the TW website but subsequent phone calls made it clear they had not gone through.

**ACTION: TW to investigate operation of claim forms through website.**

A resident raised issues about insurance for homes affected by flooding. Anne Milton advised that anyone with problems should contact her.

Next Meeting: Friday 27 June at Alfold Village Hall, starting at 12.45 pm