

## Palma Black Consulting Ltd.

### Community Engagement Consultant

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**Project:** Caterham Bourne Flood Alleviation Project

**Role:** Stakeholder & Community Engagement Consultant

**Duration:** Oct 2016 – April 2017

**Organisation:** Atkins Global

**Location:** London Borough of Croydon and Surrey County Council

#### Background

Following severe flooding in Croydon and Tandridge in during December 2013 and January 2014, Atkins Global were appointed as Consultants to undertake the [Caterham Bourne Flood Alleviation Study](#) (FAS) to consider and address all the sources of flooding including groundwater, fluvial, surface water and sewer flooding and understand how the combined risks, along with existing drainage infrastructure, impacts on flood risks in the catchment and how measures can be taken to reduce risk to people, properties and infrastructure; adopting innovative approaches to understand and model the combined risk.

#### Partners/Stakeholders

- Atkins Global
- Croydon Council
- Surrey County Council
- Tandridge District Council
- Environment Agency
- SES Water
- Thames Water
- Purley/Whyteleafe Flood Forum
- Kenley & District Residents Association
- Local businesses

#### Communications

The overarching communications and engagement objectives were to identify and communicate relevant flood risk management and drainage responsibilities both of organisations and individual landowners, through public engagement activities.

#### Outcomes:

- a) Organised a public information event for residents/businesses
- b) Publication of a community newsletter

The project communications and engagement listened to stakeholder views; worked closely and effectively with existing communications networks; undertook wider public engagement to communicate across the whole of the catchment and with individuals and managed representations from vocal minorities and ensured that the right stakeholders were engaged in the process in the right way and at the right time through the project partners, giving people accurate, timely information, ensuring that they understood what could and couldn't be done and why.

The [newsletter](#) was produced and delivered to the residents/businesses in Croydon and Tandridge that were impacted by the flooding in 2014. The aim of the newsletter was to update those residents/businesses on the progress of the Caterham Bourne Flood Alleviation Study and provide an explanation as to why there had been a delay in delivering the study outputs.

The newsletter also provided an update on the short and medium term measures that had been implemented by the Project Partners, to mitigate any major flooding event that may occur while the study was taking place (to assure residents/businesses that the Project Partners are fully prepared), and a list of measures that residents/businesses could implement in order to minimise flood risk to their properties.

[Caterham Bourne Newsletter](#)  
(front copy image below) March 2017



# Flooding Update

NEWSLETTER – MARCH 2017



### Introduction

Following the successful 2016 general election and cabinet reshuffle, the Flood Action Group (FAG) has been reconstituted. The new group, led by Cllr. Mike and Cllr. Alison, will be working with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding. The Flood Action Group will continue to work with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding.

### Collection Routes Flood Allocation Study Update

Following the successful completion of the Collection Routes Flood Allocation Study, the Flood Action Group has been working with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding. The Flood Action Group will continue to work with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding.

### What happens next?

The Flood Action Group will continue to work with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding. The Flood Action Group will continue to work with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding.

### Flood Action Group – Project Loan Update

The Flood Action Group has been working with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding. The Flood Action Group will continue to work with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding.



Water storage tank

### Water and East Surrey Water (ESW) visit

The Flood Action Group has been working with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding. The Flood Action Group will continue to work with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding.

### Environment Agency (EA)

The Flood Action Group has been working with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding. The Flood Action Group will continue to work with the Council to ensure that the Flood Action Group remains a key part of the Council's response to flooding.