

**JUNE 2012 FLOODING INCIDENT UPDATE  
TO ELECTED COUNCIL MEMBERS AND TOWN AND PARISH OFFICERS AT 3 JULY 2012**

**Community and Communicating with the public**

The National Flood Forum (NFF) Trailer, supported by Arun District Council (ADC) staff, Southern Water Representatives and Environment Agency staff, have completed attendance at flood affected areas at one day per week at six locations.

The NFF estimate that 500 people, including those from Bracklesham, have attended at the Trailer.

Additional dates for road side NFF Trailer availability at Elmer / Littlehampton to provide additional advice to the public are: 12/13, 19/20, 26/27, July and 2/3 of August.

The emerging themes reported from the NFF Trailer are:

- If I am not in my property do I have to pay Council Tax?
- The use and availability of sandbags
- Reports of local businesses (hotels) 'upping' prices
- Why did agencies not respond sooner?
- No insurance
- Homelessness
- Emotional Trauma
- Business (Rogue) touting

The longer term issues reported are around:

- Drain Maintenance
- Riparian Ownership
- Effect of new development

Packs with posters and information about the NFF vehicle and contacts with agencies and the Frequently Asked Questions are being supplied to Parish Clerks and churches in the affected districts to help information get to local communities as well.

Southern Water have created a Flood Recovery management group and working groups and the structure from them is in place to support recovery efforts, they have been collating data on affected properties to help inform any communications strategies moving forward.

ADC Communications Team have been working on updates posted to the ADC website, Twitter feeds and the media and there has been significant local coverage of the floods and the recovery in the local press.

There has been some reported confusion from residents over 'loss adjusters' and 'loss assessors' and clarification of these is included in the Frequently Asked Questions posted online and to all partners in the recovery process.

The Frequently Asked Questions are being updated in line with contacts being made with agencies in the recovery phase and these will be more focussed on the longer term questions that are coming from residents.

The NFF aims to establish progression to Community Action Groups in the affected areas. These groups can start to prepare community flood action plans and those relevant agencies can be utilised to support as required.

Citizens Advice have had limited contacts from the public and have only had some specific enquiries in relation to accessing transport to school when households have moved from one town to another by insurance companies etc.

There have not been any reports from Sussex Police or West Sussex Trading Standards of any rogue traders in the flooded areas but the presence of Sussex Police in the area will continue.

The Council's communications team continue to develop and provide updates published on the Council's website, Twitter feeds and the media although, this week, there has been significantly less interest from the media.

### **Impact**

Current reports of flooded roads indicate more than 61 roads in Arun District had some level of surface and/or property flooding.

Extent of the flooding is being collated at present and as part of a West Sussex wide view, current indications show that over 400 properties may have experienced flooding to some extent in West Sussex and a summary of the data gathered so far is listed in figure 1. Clarification of this data is still underway.

District	Number of believed flooded properties
Arun	392
Chichester	40
Horsham	4
Mid Sussex	
Worthing	16
Grand Total	452

Figure 1 This is data is still being refined and is very likely to change.

### **Waste, contamination Cleansing Operations**

Council placed 35 skips in the roads impacted by the flooding with many around Elmer and Middleton. Southern Water placed eight skips in the area with two in South Terrace, Littlehampton.

The Council's Cleansing Operations Team and Southern Water have one skip left in place but are experiencing a small number of properties that are still clearing flood damaged property from them and require disposal. Such instances are being dealt with by the waste team on a case by case basis.

The estimated number of black sacks of waste removed from the skips is 3,000. Extra support and extra sack collections in some areas have been instigated to ensure waste is collected promptly.

The Environment Agency and the Council are continuing to monitor the quality of the bathing water and generally advise there is no threat.

All roads and pavements have been cleared and cleaned by Council Cleansing teams.

## **Housing**

ADC Housing Management Services have had 40 approaches requiring assistance. Most of these have been in terms of advising regarding insurance.

Temporary overnight accommodation was provided but insurance companies have taken over responsibility for these residents invoices.

One person had been offered assistance but declined. Subsequently, support by the Council's housing options team has been provided.

Three households are still being accommodated by the Council but work is progressing to enable them to return to their properties as soon as possible.

There have been reports of delays in accessing the insurance company's assessors, in one case they will not be able to attend before 9<sup>th</sup> July.

## **Voluntary Sector/vulnerable groups**

Those identified as vulnerable from the West Sussex County Council Vulnerable People plan have all now had contact by the Sussex Police, Health Services, Arun District Council or West Sussex Social Care.

There have been some more individuals identified that require support from attendance at the National Flood Forum trailer and these are being followed up.

British Red Cross (BRC) continues to coordinate offers of goods and monetary donations from individuals and is maintaining links with RAYDAR and Homelink in Littlehampton that have received donated goods. BRC continues to match requests to offers where appropriate.

The British Red Cross met with the Council to consider arrangements for a Relief Fund to manage monetary donations for those affected by the flooding. The British Red Cross have agreed to manage any relief fund account with administration of any fund being by a Steering Group consisting of two ADC representatives, two Red Cross representatives and a representative from Arun's communities. However with a total of £13 having been received to date it is unlikely that a relief fund will be set up.

**Recovery coordination**

There is a daily internal Council recovery group meeting to review progress and current focus and issues. These are supported by weekly multi-agency recovery group meetings at Bognor Town Hall.

The impact of the floods on the Olympic Torch Relay route has been considered but it does not appear the flooding will affect any of the arrangements Torch Relay but remains a consideration .

Considerable advice and assistance has been given to Arun by many agencies and particularly by WSCC Emergency Management Team including the secondment of Dave Nelson on a full time basis, the work initiating and supporting the National Flood Forum Trailer around the District by Dave Bonner and Jo Higgs of the Environment Agency's Solent and South Downs Office including working without a break during the Trailers' attendance at the different locations, similarly the non stop attendance at the NFF Trailer by Heather Shepherd of the NFF and the support provided by Southern Water.

G Edwards  
Emergency Planning Officer  
Arun District Council





Bluebird Car Park 2



Rife Outfall



The Rife



The Rife 2



Debris at the outfall



Debris at the Rife Outfall



The Pantiles



Footpath at the Pantiles



Ferringham Lane/Ocean Drive



Car Park at South Ferring shops



Little Paddocks



Little Paddocks 2