



Guildford Flood Alleviation Scheme

Public information event feedback report

Summary outputs from public information event held
on 18 April 2024

Date: June 2024

Version: 0.1

We are the Environment Agency. We protect and improve the environment.

We help people and wildlife adapt to climate change and reduce its impacts, including flooding, drought, sea level rise and coastal erosion.

We improve the quality of our water, land and air by tackling pollution. We work with businesses to help them comply with environmental regulations. A healthy and diverse environment enhances people's lives and contributes to economic growth.

We can't do this alone. We work as part of the Defra group (Department for Environment, Food & Rural Affairs), with the rest of government, local councils, businesses, civil society groups and local communities to create a better place for people and wildlife.

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Foreword

In April 2024, the Environment Agency held a public information event in Guildford town centre. The purpose of this document is to provide a summary of the event, giving an overview of the feedback received and setting out how this will inform the next stages of the scheme.

Scheme background

The Environment Agency, Guildford Borough Council, and Surrey County Council are working together to find a sustainable flood risk management scheme for Guildford town centre.

Guildford has a long history of flooding from the River Wey. Significant floods have caused damage to homes and businesses. They have also disrupted vital infrastructure such as roads and utilities.

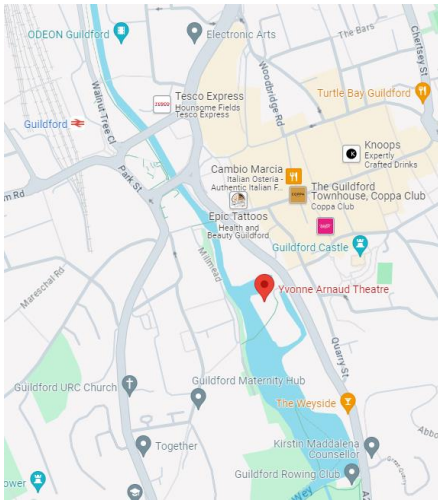
The risk of flooding in Guildford will get worse with climate change. It is only a matter of time before we see another serious flood.

Our vision is to reduce flood risk and improve the riverside environment in Guildford to enhance wellbeing, support green growth and a sustainable future.

The scheme objectives are to:

- reduce flood risk to Guildford town centre, making it more resilient to climate change.
- develop a scheme in partnership which achieves positive outcomes for the environment
- build better connections between Guildford town centre and the River Wey.

Event organisation



We held a public information event at the Yvonne Arnould Theatre in Guildford town centre. The location was chosen as it is very central, with easy rail, road, and walking access. It is also considered to be a ‘neutral’ location i.e. non-religious.

The event was held in the Circle Bar with views over the river. We selected a room with a capacity of 120 people.

Figure 1 – Location of Yvonne Arnould Theatre, Guildford (google maps)

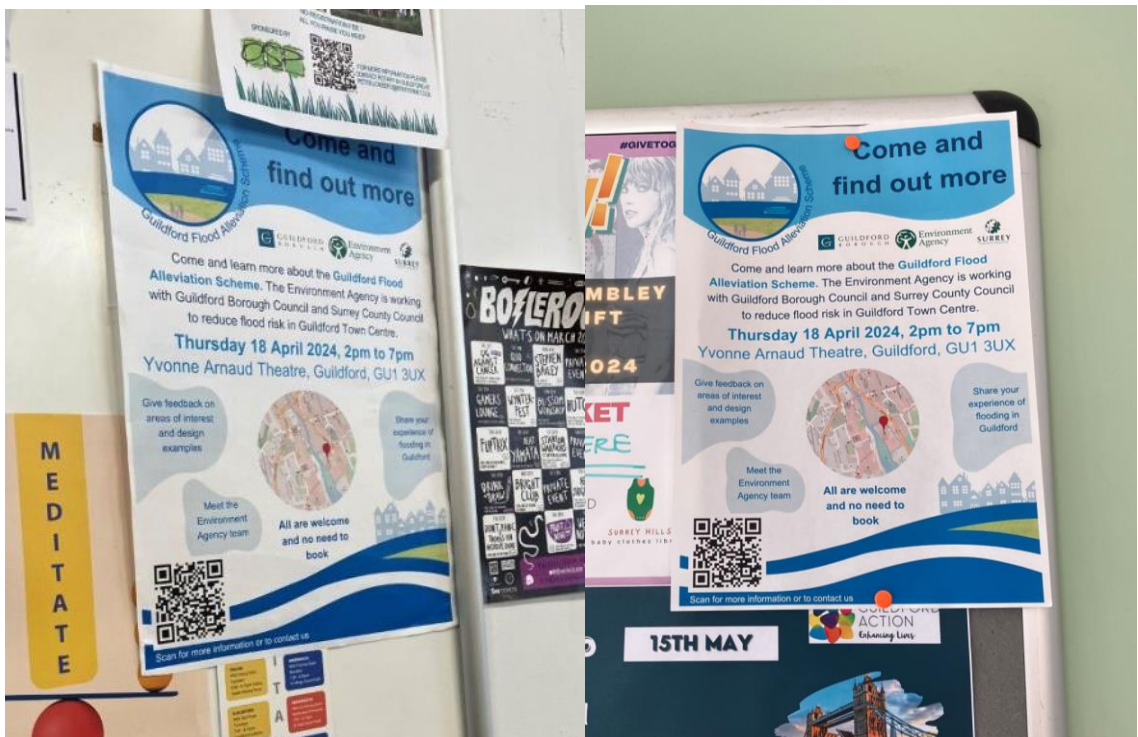
Event promotion

We advertised the event in advance using the following media:

- emails to key stakeholders including statutory stakeholders such as the National Trust, and community groups such as Guildford Environmental Forum and Guildford Society (see Appendix E of this report).
- virtual briefings from the project team delivered to Guildford Borough Council executives (13 March) and Guildford Borough Council Councillors (19 March)
- direct emails to more than 20 councillors at Guildford Borough Council and Surrey County Council, and the MP for Guildford, Ms Angela Richardson (see Appendix F of this report).
- Guildford Borough Council residents’ newsletter
- social media – X and NextDoor
- targeted mail campaign for postcodes in the scheme area (2501 properties)
- in person promotion at Guildford Farmer’s Market on 02 April, with 2 project team members handing out postcards advertising the event
- posters displayed in community hubs throughout Guildford town centre Including Guildford Library, Oxfam, Sainsburys, Guildford Cricket Club, National Trust Dapdune Wharf, Beverly Hall Community Centre, council offices and the Yvonne Arnould Theatre



Zoe Houlihan (Communications Manager) and Jack Moeran (Senior User) handing out postcards at the Guildford Farmers Market on 02 April 2024.



Event posters on display at Sainsburys Local, Guildford High Street (left) and Beverley Hall Community Centre (right)



The event postcard (above) was sent to 2,501 addresses in the scheme area



Area of addresses which were sent the event postcard



The event was promoted on our X account. The post pictured was re-posted by 2 Guildford councillors and gained 213 impressions.

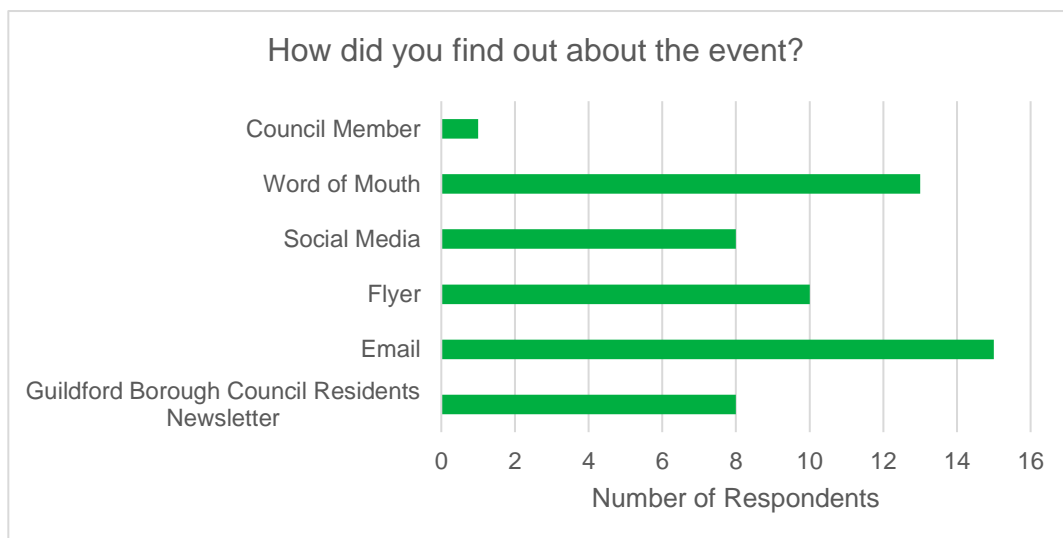


Figure A1: showing how respondents found out about the event.

In the survey, people responded they mainly found out about the event through email, word of mouth and flyers. Local newsletters and social media were also useful for getting people to attend.

Media coverage

We issued a press release, leading to significant local media interest. Articles advertising the event were featured in the following outlets:

- BBC News
- Yahoo News
- Guildford Dragon
- Surrey Live
- Greatest Hits Radio (interview with Jon Mansbridge, Project Director)
- That's TV (interview with Jon Mansbridge)
- BBC Radio Surrey (interview with Jon Mansbridge)



Coverage of the event in the Guildford



Home



NEWS

Home | Election 2024 | InDepth | Israel-Gaza war | Cost of Living | War in Ukraine | Climate

England | Local News | Surrey

Flood defences could be key to housebuilding



Article in BBC News Surrey

Event content and attendance

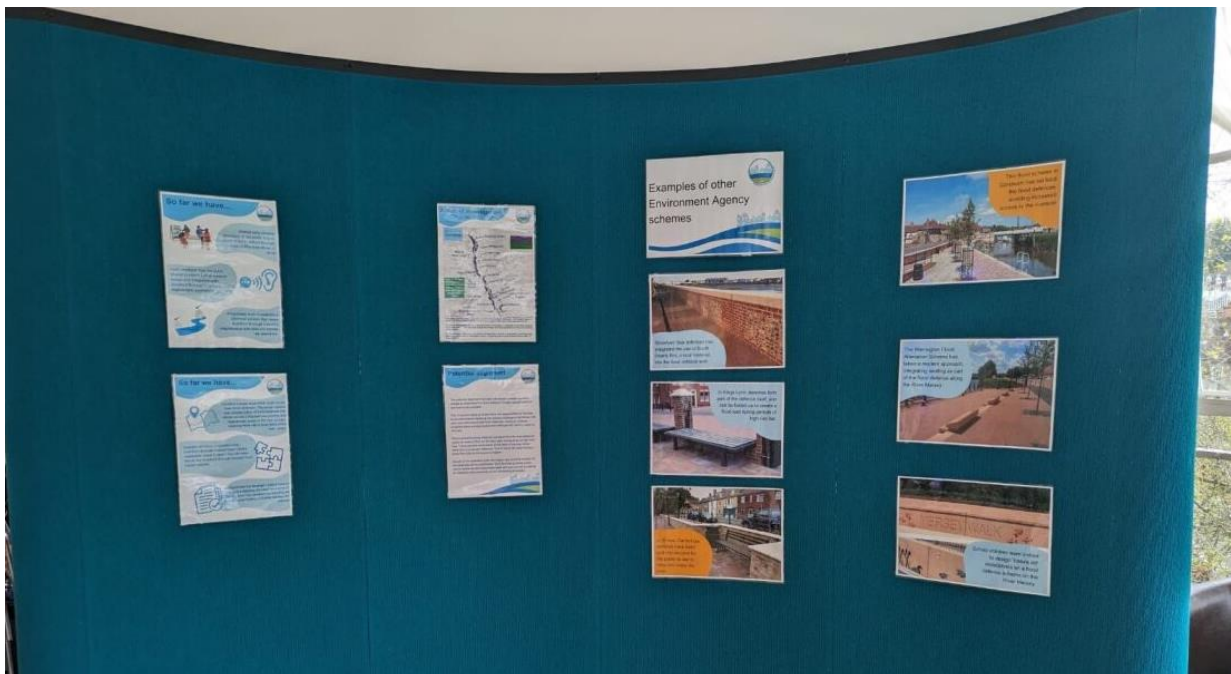
The event included display boards, maps printed in A1 size, and an interactive map displayed on a screen. The displays covered:

- background to the project
- information about past flooding in Guildford
- examples of other flood schemes
- details about fish passes in the River Wey
- maps showing current flood risk
- a map showing the areas of investigation
- next steps/progress to date

Information was also presented on how to reduce flood risk now, including signing up for flood warnings. QR codes were provided for quick access to further information.

The posters displayed at the event can be found in Appendix C of this report.

The event was open to the public from 2pm to 7pm. There were 15 members of the project team on hand throughout the event to engage with attendees and answer any questions.



The information posters were displayed across 3 nomadic stands and A1 size maps showing the areas of investigation and current flood extents in Guildford were also available to view.



The event was well attended throughout the day, with many attendees speaking to members of the project team to find out more.



The venue space was bright and open, allowing for people to move around the displays with ease.



A member of the project team was on the front desk at all times to greet people and collect sign in details, alongside clear branding.

In parallel with the events, we hosted the event materials on our citizen space website (<https://consult.environment-agency.gov.uk/thames/guildford-flood-alleviation-scheme/>)

There were 123 attendees to the event, of which 105 opted to sign in.

Senior officers and councillors from Guildford Borough Council attended, alongside members of key community groups and statutory bodies.

Overall, the majority of respondents lived close to the scheme area, and had good prior knowledge of the scheme plans. The attendees were somewhat representative of the demographic in the local area and were interested in local issues.

Interest	Number of Respondents
Resident (Homeowner)	40
Councillor	5
Work in Guildford	11
Landowner	4
Business Owner	7
Local Community Group	8
Parish Council	2
Council Councillor	1
Resident (Tenant/Other)	1
Leaseholder	2
Researcher	1
Live locally to Guildford	1
Local Journalist	1
Interest in Engineering	1
Guildford Labour Party	1

Table A1: Displaying responses in relation to respondent's interest in the Guildford Flood Alleviation Scheme. More than 1 category was selected by some respondents.

A large proportion of respondents were residents (homeowners), alongside this there were several respondents who work in Guildford, are part of local community groups or are business owners. Please note that of the 8 respondents who stated their interest as Local Community Group, 1 specified that they were a member of Guildford Vision Group and another specified that they were a member of Burpham Neighbourhood Forum Statutory Planning.

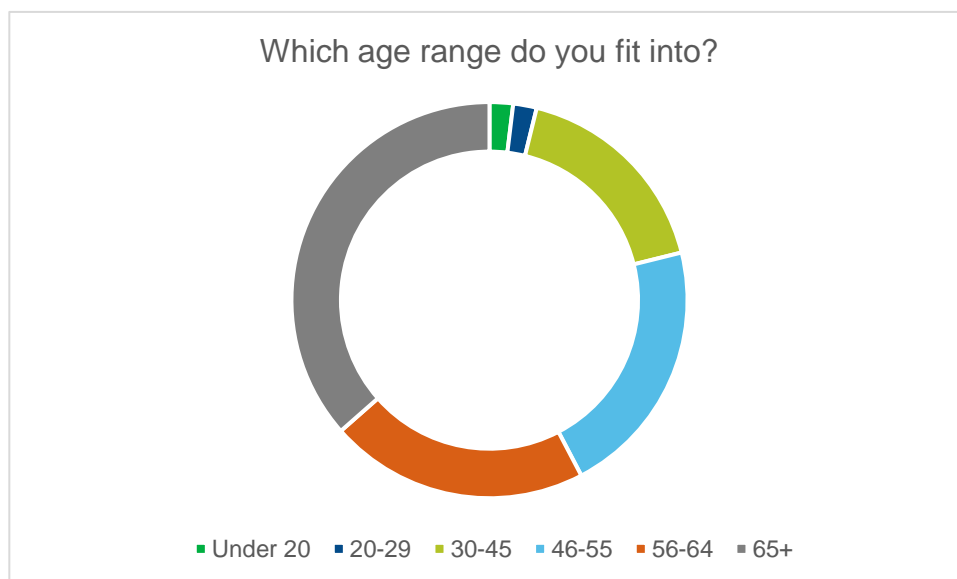


Figure A2: Displaying age range of respondents (%)

The largest proportion of respondents sit within the 65+ category (36.5%), followed by a relatively even split over 56-64 (21.2%), 46-55 (21.2%) and 30-45 (17.3%). It is possible

that the bias towards these age groups is because the event was held during the day on a Thursday. We had several comments from respondents confirming that the time suited them because they are retired. Therefore, we will look to hold the next event on a Saturday to try and reach a more diverse age range.

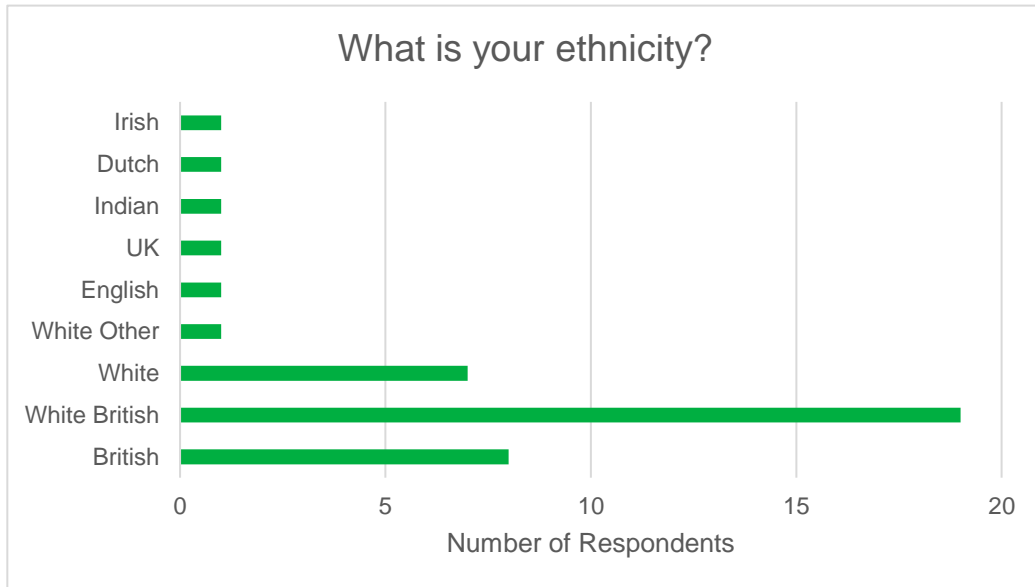


Figure A3: Responses regarding respondents' ethnicity.

Primary Language	Number of respondents
English	44
Dutch	2

Table A2: Table showing respondents' primary language.

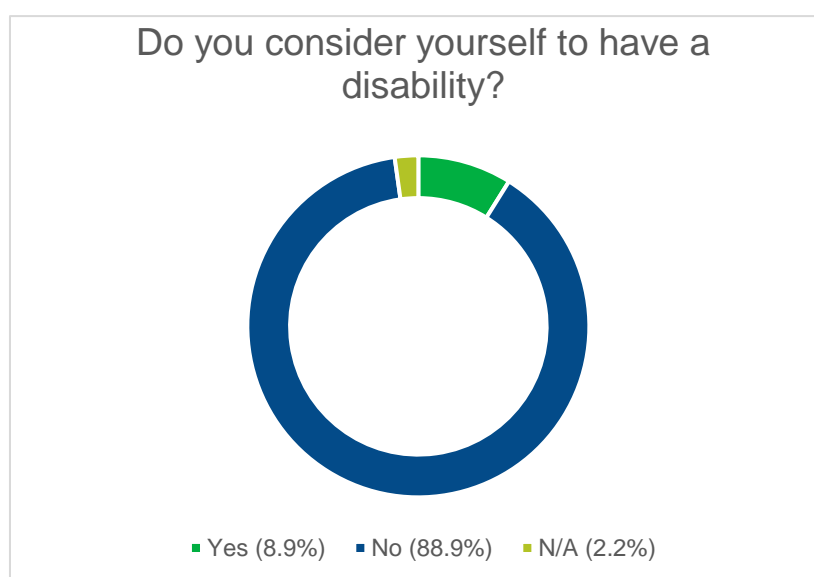


Figure A4: Chart showing how many respondents consider themselves to have a disability (%).

Design of the survey

When designing the feedback survey, we considered the objectives of the event. These were:

- to understand the public's existing knowledge about flooding in Guildford
- to identify the desire for a flood alleviation scheme in Guildford Town Centre
- to understand the public's preferences for how a flood scheme might look and the additional benefits it could provide in the town centre

A section titled 'about you' included questions designed to help us evaluate our communications and public engagement so far, and to help us develop and improve our future engagement. The questions were designed to help us understand the audiences we were reaching via our events and online engagement. We also wanted to gauge the effectiveness of our engagement using social media, traditional media, posters, flyers and face-to-face.

A balance of open and closed questions were included, to produce both quantitative and qualitative feedback. The questionnaire was compared to previous surveys and tested on peers.

A copy of the feedback survey is included in Appendix C of this report.

Feedback

Visitors at the event were encouraged to complete hard copy forms at a table with chairs and pens. The online survey was promoted online 3 times including a pinned post on our X account. The team decided to extend the survey deadline by one week (to 24 May 2024) to allow enough time for additional responses. We received a further 4 responses during this extra week.

We also sent direct emails to event attendees and GBC councillors thanking them for attending and reminding them to complete the survey. The survey was promoted to all, and respondents did not have to attend the event to complete the survey.

We received 54 feedback forms with 37 being completed at the event and 17 being submitted via the scheme Citizen Space online form.

A total of 54 individual feedback forms were completed, alongside [3 additional responses](#) received via email.

Event feedback

21 of the 53 respondents had a lot of knowledge of the flood risk in Guildford prior to the event, with most of them also rating the need for a flood alleviation scheme in Guildford very highly.

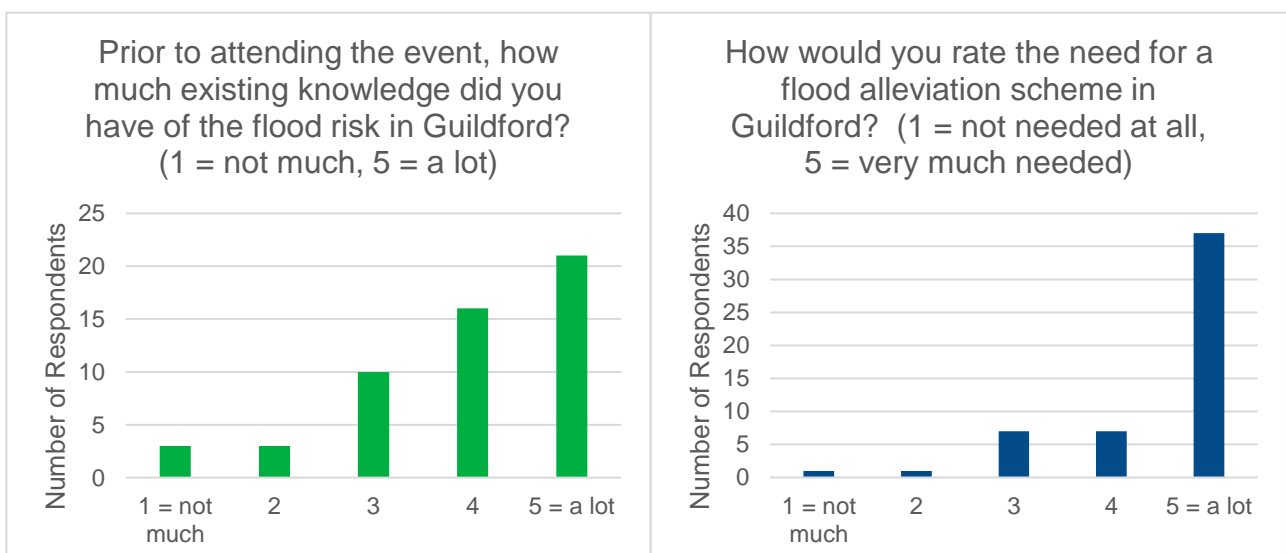


Figure A5: Responses on existing knowledge of flood risk in Guildford and the need for a flood scheme in Guildford.

The overall feedback on usefulness of the event and display materials is positive. Most respondents rated the usefulness of the event to be average to above average and the usefulness of the display materials to be above average.

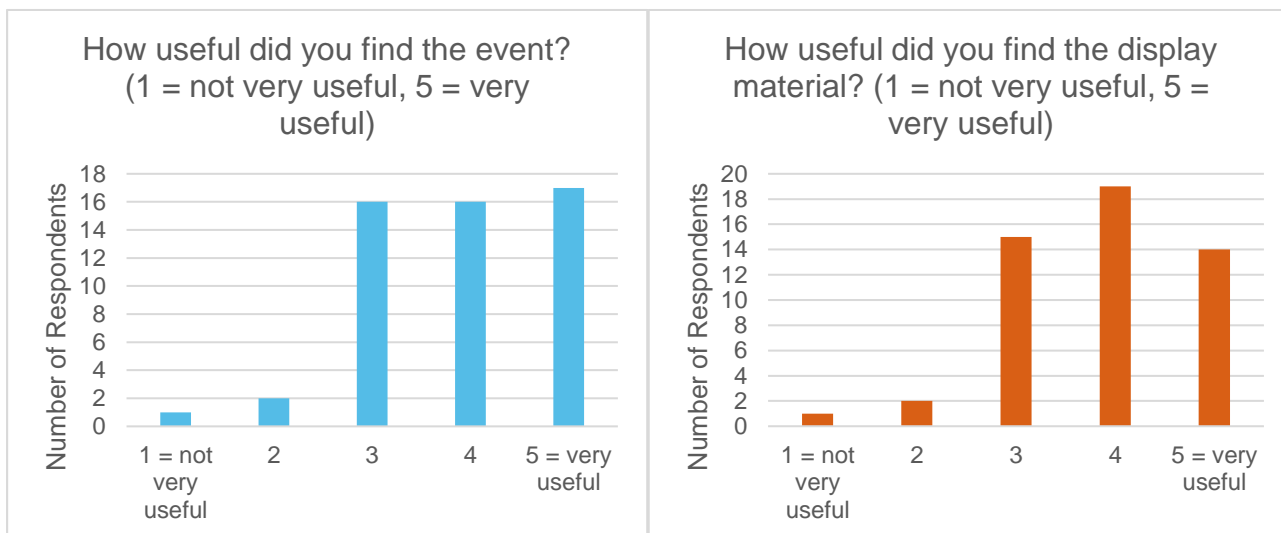


Figure A6: Graphs displaying results in relation to usefulness of the event and display material.

Scheme feedback

There were 2 questions on the feedback form looking at what people would like to see as additional benefits of the scheme.

Question 3 has 2 parts. The second part asks what respondents' priorities were for the scheme area, based on a set selection of options. Of these, the most popular answers were:

- 12 people responded 'Environmental Improvements' should be a priority for the scheme.
- 12 people responded 'Active travel routes' should be a priority.

Question 3: **'Apart from reduced flood risk, what other benefits would you like to see included in the scheme?'**

Description of benefit	Number of respondents
Existing options	
Environmental improvements (e.g. fish passes)	36
Improved active travel routes (e.g. foot paths)	45
More green open space	34
Better connections between the town centre and the river	38

Additional suggestions	
Development (residential and commercial)	3
Outdoor seating/community spaces	2
Support for residents: practical ways to protect property (if not adequately protected by scheme)	2
Grey water provision	1
Maintenance and management of flood defence assets	2
Make the riverside a feature/accessible	3
Improve image of Guildford	1
<i>Flood risk reduced (Shalford, Surrey Hills, Walnut Tree Close)</i>	4
Water quality	1
Flood storage	1

Table A4: listing benefits identified by respondents that they would like to see the Guildford Flood Alleviation Scheme to provide other than flood risk reduction. Some respondents picked more than one answer.

Answers with similar themes have been combined. The most common additional suggestions included: allowing for development (both residential and commercial), making the riverside more accessible and a feature of Guildford. We have discounted the common 'flood risk reduced' benefit from this data set, because it is not directly in response to the question asked.

Question 3 continued: 'Of the above, which is most important to you? Why?'

Description of benefit	Number of respondents
Existing options	
Environmental improvements (e.g. fish passes)	12
Improved active travel routes (e.g. foot paths)	12
More green open space	6
Better connections between the town centre and the river	9
Additional suggestions	
Development (residential and commercial)	2
Outdoor seating/community spaces	2
Support for residents: practical ways to protect property (if not adequately protected by scheme)	1
Maintenance and management of flood defence assets	2
Make the riverside a feature/accessible	1
Improve image of Guildford	1
<i>Flood risk reduced (Shalford, Surrey Hills, Walnut Tree Close)</i>	5

Table A5: showing which of the benefits identified are most important for respondents. Some respondents picked more than one option.

The most important benefit for respondents was for the scheme to provide improved active travel routes, with many respondents specifying cycle paths, as well as making environmental improvements. Some direct quotes conveying what respondents would like to see include:

'Natural measures to reduce flooding (more wetlands, also helps to reduce soil runoff / nutrient pollution) and increase biodiversity.'

'Green access corridor along each bank.'

'Fish passage as it is more important to open up the River Wey to fish migration. River is failing many elements of WFD.'

'A riverside which is a better community asset, adding value.'

Discounting the common 'flood risk reduced' benefit from this data set, because it is not directly in response to the question asked.

‘Please tell us your thoughts about the scheme and what you would like to see in the design options.’

The main themes highlighted by respondents for the above question were:

7 respondents described the importance of flood defences that are aesthetically sympathetic to the surroundings. Respondents didn’t want too many hard engineering features, such as high, concrete walls and have suggested more soft engineering might be more visually appropriate.

‘In keeping with the town, no huge ugly walls’

‘I would prefer a solution that is as harmonious with the surroundings as possible’

Linking to this, 4 respondents mentioned that the use of natural flood management strategies would be good to see if possible, such as upstream flood storage/green areas/wetlands that are allowed to flood.

‘I would like the scheme to provide areas of access to the river which could be allowed to flood if necessary’

The design of the seating was frequently referenced, with many of these respondents highlighting the importance of creating spaces that the community feel comfortable to spend time in, such as green open spaces with outdoor seating.

‘I loved the designs including benches and seating - things which make residents want to spend time by the riverside.’

A number of responses affirmed the scheme and were happy with the current plans.

‘Comfortable with the plan so far.’

Some emphasis was also placed on providing benefits for wildlife, such as wildlife corridors and creating enhanced habitats for species such as bats.

‘Creation of an unbroken or continuous green corridor’

‘Opportunities for wildlife e.g. we have swans nesting regularly nearby. Is there an opportunity to safeguard some nesting areas. Lighting controls (a survey of existing light pollution first) to maintain some dark areas of preferably create more dark(er) areas for bats etc’

There was also feedback from respondents around the scheme design and the proposed defences. The following are some examples (the first point was highlighted 3 times):

'Wider consideration of other business premises on Walnut Tree Close, especially the Riverview Business Park GU1 4UX'

'Ensure that properties on either side of the river are adequately protected'

'Permanent plus demountable barriers (if needed) through the town centre'

Finally, 2 respondents recognised the need to ensure that the scheme design is coordinated with the Guildford Local Plan.

'It is very important that the scheme is referred to and given great weight in the updated Guildford Local Plan (Strategies and Sites) in order to make sure areas along the flood plain are kept available for the defences to be installed over the coming years.'

'Is there anything else you would like to know about the scheme?'

Question 5 was an open question, asking respondents whether there were any further questions regarding the scheme.

Respondents wanted to know what the visual impact on the town would be, whether views of the river would be obstructed and what the materials used for the defences (e.g. concrete) were likely to be. One response was concerned about this in regard to their café and what impact concrete walls nearby may have on their business. Respondents would like to be consulted on this as neighbours to the works.

'What will the visual impact be? Will it improve/retain the present charms or restrict views of the river and its enjoyment.'

'We would like to be fully consulted as a prominent neighbour'.

There were questions about time scale and when the scheme may enter the construction phase. Some responses highlighted the urgency and another specifically asked about dredging.

'It seems you'll be at the experimental stage for a long time. Surely this is fairly urgent?'

'When will the 12 statutory dredging points along the length of the river Wey catchment be dredged?'

Another common theme was funding and how Guildford Flood Alleviation Scheme is to be funded.

'Who is paying for it?'

'Is the financial contribution of GBC likely to scupper the project?'

Other more specific questions that came up include:

'Much of the problem comes from upstream. What steps are being considered for going upstream, e.g. Shalford Meadows to act as a flood reservoir?'

'How are you going to achieve on-site biodiversity net gain/ habitat improvement?'

'More information on how this scheme might affect flow downstream and some assessment on how climate change/urbanisation of the local area has an impact on flood risk.'

'How will the development impact on the quality of the water that passes along The Wey through Guildford and beyond? So does the plan include any provisions to improve the condition of the river that flows through the town both in terms of its chemistry and levels of bacteria (e.g. e-Coli)?'

'How will the development meet biodiversity net gain requirements and at what point will this element be added to the plans?'

'To have better understanding of the latest community flood action strategy, plans and communications that are in place in the meantime.'

'Will any trees need to be felled to make room for the flood defence?'

'Is there anything else you would like to tell us?'

Some examples of the responses include:

'Creating proper reservoirs not pumping facilities could create recreational parks that could bring in revenue in both the construction and maintenance of the scheme. An example is in eco-park in Kolkata (India). Link could be found by searching the internet for 'New Town Eco-Park'.'

'Take care to prevent flooding within Friary Passage - connecting riverside to North Street, and basements of shops in Friary Street.'

'We have walking and car access plus full enjoyment across Millbrook car park that cannot be removed. We would be concerned about the effect of building next door and also during the build we are a work space and restaurant and this would be extremely harmful to our business if the car park was closed. How is this going to be financed? Guildford Borough Council is BANKRUPT.'

'The EA need to address management or lack of it to Godalming Scheme including dredging of river basin backwards and upstream but done back in 2016 !!!'

'You need to advertise events such as these more widely. Perhaps tell local residents associations etc.'

'Where is the best place to find more information on, current flood mitigation in Guildford and well and future flood risk assessments?'

'I've lived in XXX for 38 yrs. The council, every few years would go along the ditch, making sure it was clear... It's not been looked at for years. It continually runs down to my house, then out to the road. Causing damage on its flow, more often now with constant rain.'

'Do you have any further feedback about this event?'

Overall, the event received positive feedback. Many respondents left a 'thank you' and positive comment (see below). There was some feedback around logistics of the event, including advertising more widely and internet access at the venue. Examples of this feedback are below:

'Thank you'

'Very helpful staff, loved the interactive map.'

'Again, advertise more widely. But I'm glad I saw it - thank you. '

'Would have preferred more detail on the feasibility work done so far; likely costs and likelihood of any scheme being built.'

'It was a good event.'

'Yes have Internet access be able to pull up relevant data'

Additional responses

We received 3 additional responses not in survey format.

These were:

- A printed document provided to us at the event querying planning decisions and promoting additional benefits such as an eco-park.
- A printed document provided to us at the event raising queries about engineering elements of the scheme.

- An email sent to us following the event raising queries around placement of flood defences, upstream storage, pluvial flooding and areas downstream of Guildford. Overall, the letter supported the need for flood defences in Guildford Town Centre.

A senior member of the project team responded to the email received, offering a meeting to discuss key queries.

All 3 additional responses are available in Appendix B of this report.

Summary and next steps

The event was successful in raising awareness of the need for a flood risk management scheme in Guildford and providing the public with more information about the Guildford Flood Alleviation Scheme. Many attendees (37) opted to fill out a feedback form at the event.

To summarise:

- Attendees agreed the event was held in a good location with useful material.
- Most of the attendees had existing knowledge about the Guildford Flood Alleviation Scheme.
- All attendees agreed there is a need for a scheme in the town centre.
- Attendees highlighted environmental benefits including increased green open space, active travel such as footpaths, and environmental enhancements as key priorities for a potential scheme.
- Some raised queries around uncertainty and funding due to the cost-of-living crisis and other fiscal challenges.
- Some raised queries over impacts outside the immediate scheme area, such as impacts on flood risk downstream, and upstream storage options.

Attendees were keen for the project to progress at pace and most signed up to receive the scheme newsletter to stay informed.

This feedback will be used by the internal Environment Agency project team and fed back to the Environment Agency's consultant, Jacobs. The results of this report will be used to inform the design of the scheme, as well as our planning of further stakeholder engagement and communications.

We will be holding our next public event in early 2025 to begin engagement on scheme design. This will include further detail on design elements of the scheme. This will be accompanied by additional engagement activities to ensure we remain visible and are talking to communities on a regular basis. We will aim to broaden our reach and engage with a more diverse audience. Our engagement activities are likely to include school visits to engage children and their parents, community 'pop-up' stands, market stalls and attendance at community events.

We will hold a third public event when the results of the appraisal and economics are known, where we will present the final design option to the community. We aim to hold this event in autumn 2025.

Future event planning

Attendees found the location easy to get to and found the event to be held at a suitable time. Most would be interested in attending future events. There were a small amount of comments suggesting a weekend might be better, so our next event will be held on a weekend to try and attract a more diverse age range. For example, people who are likely to be busy working or have caring responsibilities during the week. We will also aim to advertise in more diverse settings including places of worship, community centres and specialist shops to try and encourage feedback from other ethnic groups within Guildford, particularly those of Asian heritage which makes up 6.7% of the city's population (Office for National Statistics – Census 2021 data).

Suitable location?	Number of respondents
Yes	38
No	4
Other suggestions for locations to hold events in the future	
School Location	1
Somewhere with cycle racks	1
Council Offices	1
Cricket Pavilion	1
Salvation Army Hall	1

Table A3: Feedback about how easy the venue was to get to and suggestions of venues for future events.

Feedback was overall positive for the venue. Most respondents (38) felt that they were able to access the location easily. Suggestions on how to improve upon venue next time included, somewhere that had cycle racks, Council offices or a school location.

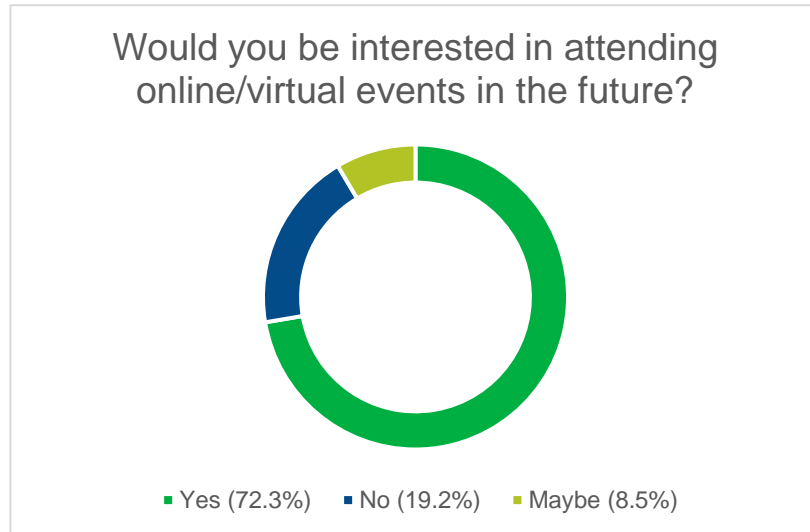


Figure A7: Graph showing how many respondents would be happy to attend virtual events (%).

A large proportion of the respondents (36) were happy with the timing of the event. Suggestions of better times included weekends and evenings, to ensure that those who work during the day on weekdays can attend in the future.

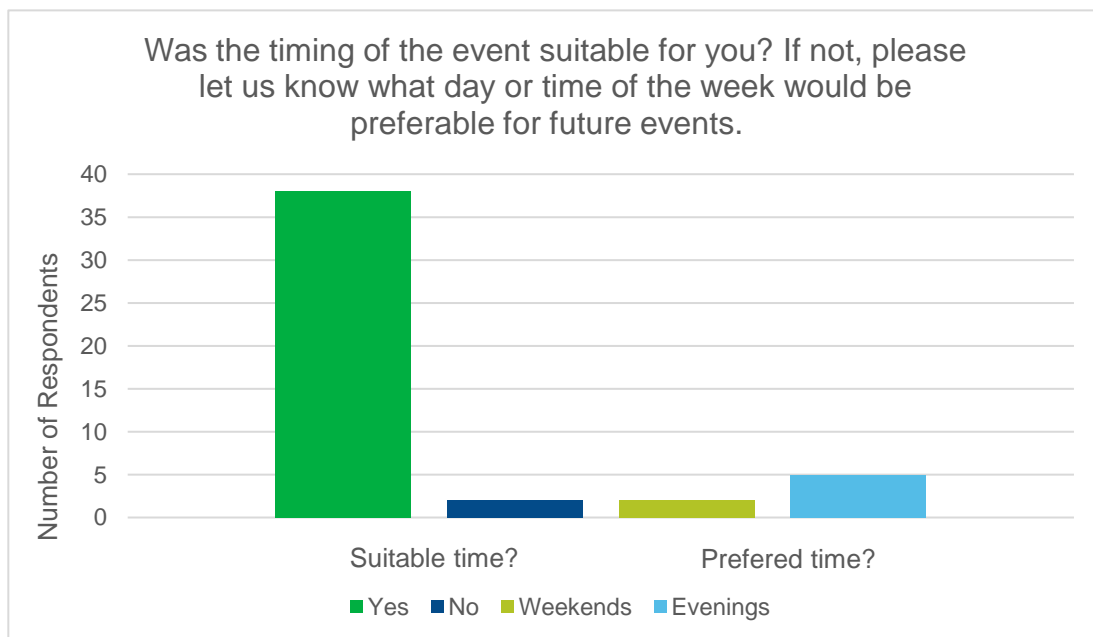


Figure A8: Responses about timing of the event, including suggestions for future events.

Keeping respondents informed

Most of our respondents shared their email address with us and opted to receive regular scheme updates. Our first newsletter will be shared in summer 2024 and sent to these people, and we will continue to use our social media channels and stakeholder network to promote the scheme and future events.

Appendices

Appendix A – All survey responses

A copy of all responses to the Guildford Flood Alleviation Scheme April 2024 feedback survey can be found as a separate document alongside this report titled 'Appendix A_Guildford FAS April 2024 feedback survey_All responses_Redacted'.

Please note we have redacted any personal data contained within the document. The Environment Agency is not able to disclose the names of individuals who have communicated with the Environment Agency as this is personal data under the Data Protection Act 2018 (DPA 2018) and to disclose it would breach the First Data Protection Principle of the DPA 2018.

Appendix B – Additional responses

A copy of the responses we received in addition to the completed feedback surveys can be found as a separate document alongside this report titled 'Appendix B_Guildford FAS April 2024 feedback_additional responses_Redacted'.

Please note we have redacted any personal data contained within the document. The Environment Agency is not able to disclose the names of individuals who have communicated with the Environment Agency as this is personal data under the Data Protection Act 2018 (DPA 2018) and to disclose it would breach the First Data Protection Principle of the DPA 2018.

Appendix C – Display posters

The posters displayed at the public information event can be found in a separate document titled 'Appendix C_Public information event display posters'.

Appendix D – Feedback survey

Guildford Flood Alleviation Scheme

Public information event: Thursday 18 April 2024

Feedback questionnaire

About the scheme:

1. Prior to attending the event, how much existing knowledge did you have of the flood risk in Guildford?

Scale: 1 (*not much*)

–

5 (*a lot*)

1

2

3

4

5

2. How would you rate the need for a flood alleviation scheme in Guildford?

Scale: 1 (*not needed at all*)

5 (*very much needed*)

1

2

3

4

5

3. Apart from reduced flood risk, what other benefits would you like to see included in the scheme?

Environmental improvements (e.g. fish passes)

Improved active travel routes (e.g. footpaths)

More green open space

Better connections between the town centre and the river

Other (*please specify*)

.....

.....

Of the above, which is the most important to you?

.....
.....

4. Please tell us your thoughts about the scheme and what you would like to see in the design options.

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5. Is there anything else you would like to know about the scheme?

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6. Is there anything else you would like to tell us?

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About the event:

7. How did you find out about the event?

- Social media
- Poster
- Email
- Farmers market
- GBC residents newsletter

- Word of mouth
- Other (please specify)

8. How useful did you find the event?

Scale: 1 (not very useful) 5 (Very useful)

1 2 3 4 5

9. How useful did you find the display material?

Scale: 1 (not very useful) 5 (Very useful)

1 2 3 4 5

10. Was the timing of the event suitable for you? If not, please let us know what day or time of the week would be preferable for future events.

.....

11. Was the location easy for you to get to? Or do you have suggestions for other venues?

.....

12. Would you be interested in attending online / virtual events in future?

.....

13. Do you have any further feedback about this event?

.....

.....

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.....

.....

About you (optional)

In analysing responses to this feedback questionnaire, it would be useful to know the following information if you are happy to provide it. Any personal information you provide will only be used by the Guildford Flood Alleviation Scheme project team to review the feedback and not for any other purpose. The information will be destroyed upon closure of the project.

1. Which age range do you fit into?

- Under 20 years old
- 20-29 years old
- 30-45 years old
- 46-55 years old
- 56-64 years old
- 65+ years old

2. Ethnicity:

3. *Primary language:*

4. *Do you consider yourself to have a disability:*

5. What is your interest in the Guildford Flood Alleviation Scheme? Please tick all that apply.

- Resident (homeowner)*
- Resident (tenant / other)*
- Landowner*
- Leaseholder*
- Local Community Group*
- Business owner*
- Work in Guildford*
- Councillor*
- Parish Council*
- Other (please specify)*

6. Address..... Postcode:

How will we use your response?

We will use your responses to the questions to help inform the development of the design options during the appraisal stage of the project. We will take into account public opinion alongside the outputs of our other assessments, such as environmental surveys and hydraulic modelling, to consider which options would be technically and economically feasible.

If you would like to be added to our mailing list for regular newsletter updates on the scheme and a summary of the survey responses, please provide your name and email address.

Name: **Email address:**

We will send newsletters when we have updates on the scheme. If you wish to be removed from our mailing list at any time, please email us: guildfordfloodscheme@environment-agency.gov.uk

We will keep your details until the project is closed or until you withdraw your consent for us to email you about this project. We will not share your email address with anyone else without your explicit consent, unless required to by law.

The Environment Agency is the data controller for the personal data you provide. For further information on how we deal with your personal data please see our Personal Information Charter on GOV.UK (search 'Environment Agency personal information charter') or contact our Data Protection team.

Address: Data Protection team, Environment Agency, Horizon House, Deanery Road, Bristol, BS1 5AH

Email: dataprotection@environment-agency.gov.uk

Thank you for taking the time to complete the feedback questionnaire. You can hand this form in at our drop-in event, return via email to guildfordfloodscheme@environment-agency.gov.uk or post it back to us at Guildford Flood Alleviation Scheme, Kings Meadow House, Kings Meadow Road, Reading, RG1 8DQ before **17 May 2024**.

If you require this information in any other format, please contact us at the address above.

Alternatively, please respond online at <https://consult.environment-agency.gov.uk/thames/guildford-flood-alleviation-scheme/>

Appendix E – Event invite email

Dear XXX

You are invited to the Guildford Flood Alleviation Scheme public information event.

The Environment Agency, Guildford Borough Council and Surrey County Council are working together to develop a scheme to reduce flood risk to homes, businesses, and infrastructure in Guildford town centre. The scheme will also improve the natural environment and build better connections between Guildford town centre and the River Wey.

We want to hear the views of the local community and will be holding a drop-in event where you can find out more and provide feedback. Several members of the Environment Agency project team will be there to answer your questions.

We are holding this event on **Thursday 18 April 2024, 2pm to 7pm, at The Circle Bar, Yvonne Arnaud Theatre, Millbrook, Guildford, GU1 3UX**. There is no need to book please just come along at a time that suits you.

If you are unable to attend the event, you will be able to view the event material on our [website](#) and provide feedback following the event. The online feedback form is open until Friday 17 May 2024. If you would like to request a hard copy feedback form, please [email us](#) to request this.

You can find more information about the scheme on our website at <https://consult.environment-agency.gov.uk/thames/guildford-flood-alleviation-scheme/> or follow us on X [@GuildfordFS](#)

You can also email us at guildfordfloodscheme@environment-agency.gov.uk with your feedback or questions, or register to receive a copy of our newsletter .

Kind regards

Guildford Flood Alleviation Scheme project team
Environment Agency

Appendix F – Email to Angela Richardson MP

Dear Ms Richardson

Guildford Flood Alleviation Scheme

We will be holding a Guildford Flood Alleviation Scheme public information event next month.

The Environment Agency, Guildford Borough Council and Surrey County Council are working together to develop a scheme to reduce flood risk to homes, businesses, and infrastructure in Guildford town centre. The scheme will also improve the natural environment and build better connections between Guildford town centre and the River Wey.

Please find attached a briefing note about the scheme. Please let us know if you would like to arrange a meeting or have any questions about the scheme.

We want to hear the views of the local community and will be holding a drop-in event where you can find out more and provide feedback. Several members of the Environment Agency project team will be there to answer questions.

We are holding this event on **Thursday 18 April 2024, 2pm to 7pm, at The Circle Bar, Yvonne Arnaud Theatre, Millbrook, Guildford, GU1 3UX**. There is no need to book and all are welcome to come along.

If you are unable to attend the event, you will be able to view the event material on our [website](#) and provide feedback following the event. The online feedback form is open until Friday 17 May 2024. You can also email us to request a hard copy of the feedback form.

You can find more information about the scheme on our website at <https://consult.environment-agency.gov.uk/thames/guildford-flood-alleviation-scheme/> or follow us on X [@GuildfordFS](#)

You can also email us at guildfordfloodscheme@environment-agency.gov.uk with your feedback or questions, or register for our newsletter.

Kind regards

Jon Mansbridge
Project Director
Guildford Flood Alleviation Scheme
Thames Area Major Projects Hub
Environment Agency

Would you like to find out more about us or your environment?

Then call us on

03708 506 506 (Monday to Friday, 8am to 6pm)

Email: enquiries@environment-agency.gov.uk

Or visit our website

www.gov.uk/environment-agency

incident hotline

0800 807060 **(24 hours)**

floodline

0345 988 1188 **(24 hours)**

Find out about call charges (<https://www.gov.uk/call-charges>)

Environment first

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