



Environment  
Agency



# Sanway-Byfleet Flood Alleviation Scheme

## Engagement Feedback Report

Date: July 2023 and October 2023

Version: P01

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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# Executive Summary

The purpose of this report is to detail the engagement activities delivered during Summer and Autumn 2023, summarise the comments and questions received during our engagement events as part of the Detailed Design phase of our project and our responses to the comments and questions received. Two 'by invitation' residents and community groups engagement events were held in July 2023: an online session on Monday 3<sup>rd</sup> and an in-person event on Tuesday 4<sup>th</sup> July 2023. Two in-person public engagement events were held on 18<sup>th</sup> and 19<sup>th</sup> October 2023, these were open to all members of the public and similarly were supplemented by an online event on Monday 16<sup>th</sup> October. During these events, we captured the public's questions and opinions on the proposals through online and face-to-face event feedback forms. The report also summarises our response to the comments and questions raised and how the feedback will be used.

Stakeholder community demographics were identified through an equality impact assessment carried out during the OBC (outline business case) stage and reviewed during FBC (full business case) stage in conjunction the demographics tool – 'Community Insight' developed by the Housing Association Charitable Trust and Oxford Consultants for Social Inclusion, which collates national and local census data to provide location specific data. The research carried out reports that the majority of stakeholders in Byfleet are of working age (between the ages of 16 and 64), and those people of pension age make up almost a fifth of the population in the area. In our scheme Equality Impact Assessment, the elderly and disabled were identified as stakeholders who may benefit more from the flood alleviation scheme than others, as they are more likely to live in ground floor properties at risk of flooding. These demographics were taken into account and influenced the location, timings, and accessibility options at our event, ensuring there were options for non-digital persons to be involved and sessions both during and after common working hours.

In total, the invitations for the July 2023 event were sent to over 150 directly impacted residents and community groups and for the October events, the promotion reached 500 people. From both these events, we received 39 completed questionnaires providing feedback on the scheme, information on community groups who may wish to get involved in the scheme and the effectiveness of the events themselves.

The key themes that emerged from the comments and questions received across all the events were as follows:

- **Source of funding** – Where the money will come from to deliver the scheme.
- **Cost** – How much money will be required to complete the scheme.
- **Surface water and future flood risk** - How flood risk will change in other areas, and if the scheme will impact levels of surface water.
- **Disruption** - Will the scheme lead to more disruption or traffic.
- **Engagement** – What our future communications activities will be.

More information about engagement responses can be found on page 9.

We are now halfway through the Detailed Design phase of the project and moving towards Planning Application, which is currently scheduled for Summer 2024.

We have processed the feedback received during our October and July engagement events and will incorporate into the designs where appropriate.

We will have one final engagement event in Spring 2024, following this we will produce a report to cover an update on scheme progress, respond to any questions and comments raised during the engagement events and review final feedback prior to submission of the planning application.

Provided the scheme is fully approved and funded, construction of the flood defences could be completed by Winter 2025, with landscaping in place in 2026.

## Background to the scheme

Byfleet has experienced several notable floods in 1968, 2000 and 2003. Recently, in 2013/14 prolonged heavy rainfall resulted in flooding from the River Wey and a total of 74 properties were flooded.

Following the most recent winter 2013/14 flood a high-level meeting was held between the Environment Agency and Surrey County Council.

The Environment Agency agreed to review options to reduce flood risk at several locations in the Byfleet and Weybridge area and to produce an Initial Assessment to confirm whether there were any potentially viable options to address flood risk. The appraisal identified an economically viable scheme for the Sanway area in Byfleet.

The scheme now aims to better protect from River Wey flooding up to 236 properties in the Sanway area of Byfleet, taking into account climate change.

The scheme is being developed by the Environment Agency in partnership with: Woking Borough Council, Surrey County Council, Surrey Wildlife Trust, Byfleet Flood Forum, National Highways, Thames Water, and the local community.

As part of the 'options appraisal' stage of the scheme, we shared initial proposals for the flood defence and a number of potential community and environmental opportunities. We shared information via a dedicated web page on the Citizen Space website, held a drop-in event and a virtual event for the community, and provided a feedback form to capture the views of the public and residents. The feedback received as part of these engagement activities helped to further develop our plans.

# Public engagement events

## July 2023 events

### Promotion

The engagement events in July were aimed at residents who would be directly impacted by the flood defences and community groups who may wish to get involved as the scheme progresses. The community leads delivered 153 letters inviting residents whose homes back onto or are very close to the scheme to the event and email were sent to the projects mailing list.

### Event details

Two events were held in July:

- Online event - Monday 3<sup>rd</sup> July 7pm -8pm for residents, and 8:15pm – 9pm for community groups
- In person event – Tuesday 4<sup>th</sup> July 11am – 7pm, held at St Mary's Community Centre, Stream Close, Byfleet, West Byfleet.

Both events provided information to residents who will be directly affected by the scheme and community groups who may be interested in getting involved in the scheme. Information shared included the scheme design, environmental and community enhancements, construction plans and plant which is likely to be used during construction. The project team spoke with those who attended to discuss the scheme designs and listened to residents' concerns over the designs and the construction impact. The team used the events to help talk through and alleviate concerns and record any information provided to them by those in attendance.

A total of 5 people attended the online events on the 3 July. A total of 4 local residents and the local councillor who is an advocate of the scheme joined the resident's focused event, and a total of 4 people joined the community groups events - 2 local residents, a representative of The River Wey Trust and a representative of The Resident.

A total of 19 people attended the in-person event on the 4 July.

### Feedback overview

Across both the community and resident events (online and in-person), feedback was generally positive.

**Responses regarding the scheme:** 9 people completed the resident's feedback questionnaire. The feedback reported that **100%** of the residents who attended the event described themselves as 'very confident' about knowing what the scheme is. **87.5%** of respondents agreed or strongly agreed with the proposals for the scheme. Concerns raised focused on being informed of heritage and wildlife impacts, receiving further visualisations, and the impact of the scheme to gardens or homes. **75%** of respondents knew how to contact the Environment Agency if they had questions regarding the scheme, with one respondent saying that they did not know where to find

information regarding the scheme.

Feedback from the community questionnaires expressed interest in planting activities, youth involvement, and water testing. All attendees noted that they preferred hybrid engagement with a mix of online and in-person events. All community respondents said that they knew how to contact the Environment Agency.

**Responses regarding the events:** Regarding the facilitation of the online and in-person events, responses indicated that the attendees were content with how these were delivered with some areas for improvement. One respondent of the in-person event stated that it was "good to have engagement with team members rather than just having boards". Additionally, a respondent stated that the materials were "very clear" and "bolstered by people who really understand the issues". Some of the constructive feedback received indicated that it would have been helpful to have had an option for a morning event online. Respondents requested, through future scheme FAQs, further updates on scheme progress, funding and construction equipment access.

All comments and questions raised, and the Environment Agency's responses can be found in Appendix [C](#). The presentation boards and questionnaires can be found in Appendices [A](#) and [B](#).

## October 2023

### Promotion

The October event was advertised in the Sanway Byfleet Flood Alleviation Scheme newsletter, with a total of 520 copies delivered to local homes and 100 copies left at local libraries. Additionally, email copies were sent out to local councillors, MPs, local interest groups, Sponsor Group, and the local community where we held their email addresses.

### Event details

The public drop-in engagement events were held on 18<sup>th</sup> October 2023 between 9am and 3pm, and on the following day (19<sup>th</sup> October 2023) between 1pm and 7pm. Both events were held at St Mary's Community Centre, Stream Close, Byfleet, West Byfleet. The timings for the events were scheduled following feedback received at the July event where a request was made for a morning session. Recognising the age range of the community in Byfleet, it was important to cater for the early risers/post school drop off public and well as those who would visit after the workday.

Information shared and the way it was displayed was carefully thought through using feedback gathered from the July events. The information was clear and simple and provided the most up-to-date details about the scheme, the designs, environment and community enhancement opportunities, construction impact and mitigation measures. The event gave the public the opportunity to examine our proposals and ask questions of the project team. The centre piece of the event was a full-scale map of the flood defence on which residents were able to identify their homes in relation to the flood defence line which aided understanding of its proximity and height. The full-scape map



was further enhanced by example pictures of completed embankments. The full scale map was produced following feedback at our July events where residents struggled to identify their homes on the smaller maps presents.

An online event was organised for Monday 16<sup>th</sup> October, only one person registered to attend plus the local councillor which made the event a more focused meeting with those concerned.

A total of 28 people attended the in-person event on Wednesday 18<sup>th</sup> October and a total of 20 people attended on Thursday 19<sup>th</sup> October.

## **Feedback**

Questionnaires were produced to gather the public's feedback on the designs, this feedback will be used to continue refining both the scheme design and the construction methodology. Respondents could either feedback via the online questionnaire (made available via a QR code on the presentation boards and newsletters which advertised the events) or using a paper copy available at the public drop-in event. We also accepted feedback and comments in writing or emailed to us on the details set out above.

Two questionnaires were produced, a general scheme version and a community groups version - for those who represented a community group and would like to get involved in the scheme through the construction period.

The feedback period lasted for 4-weeks - from Monday 18 October to Monday 14 November. All comments and questions raised, and the Environment Agency's responses can be found in Appendix [F](#). The presentation boards and questionnaires can be found in Appendices [D](#) and [E](#).

## **Contacting the team**

The following contact details were advertised on the engagement boards for people who wanted to ask any questions, submit more detailed feedback to the team or request printed copies of the materials.

Telephone: 03708 506 506

Email: [THM.schemes@environment-agency.gov.uk](mailto:THM.schemes@environment-agency.gov.uk)

# **Responses to the engagement**

## **Methods of response**

The Environment Agency welcomed individual and community group feedback regarding the proposals via the online and paper questionnaires.

## **Responses July 2023**

In total, we received 9 responses to the general questionnaire and 3 responses to the

community questionnaire.

## Responses October 2023

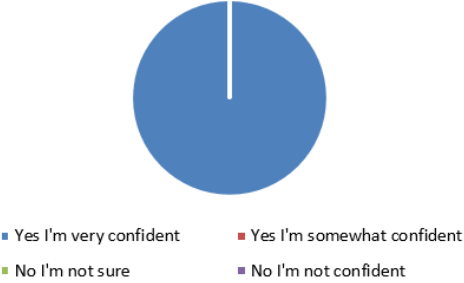
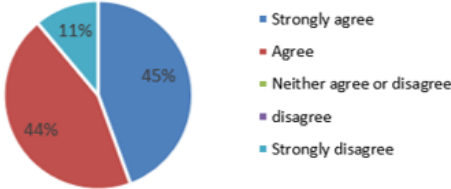
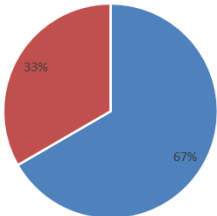
In total, we received 26 responses to the general questionnaire:

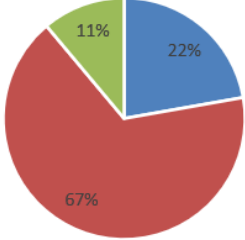
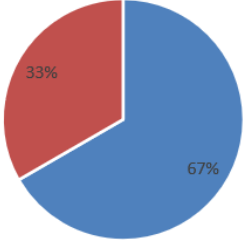
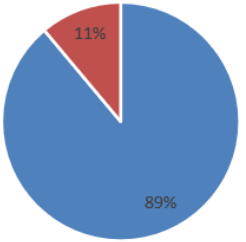
- 21 paper response forms
- 2 online response forms
- 2 via Citizen Space

Below is a breakdown of the responses we received per question. For full details of the comments and our responses, please Appendices C and F.

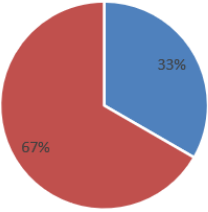
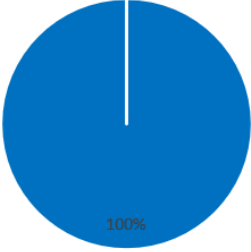
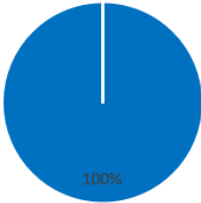
## Response Summary July 2023

### Residents Questionnaire

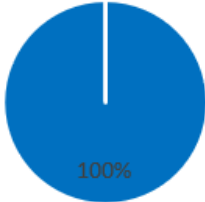
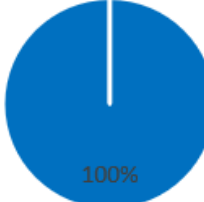
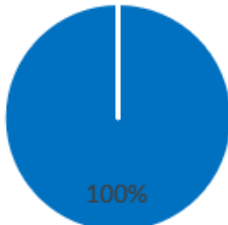
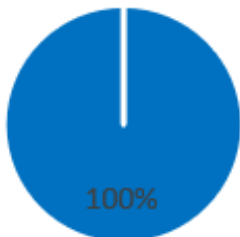
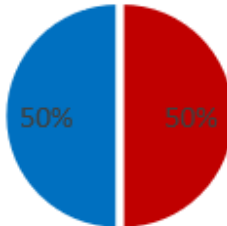
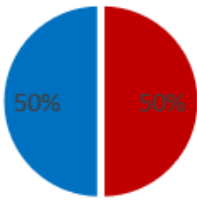
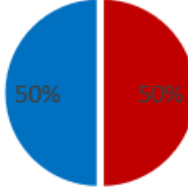
<p><b>Q1</b> - Are you confident that you know what the Sanway Byflet FAS is?</p>  <p>■ Yes I'm very confident    ■ Yes I'm somewhat confident ■ No I'm not sure    ■ No I'm not confident</p>	<p><b>Q2</b> Are there any aspects to the scheme that you would like further clarification on / don't understand – if so, what are they?</p> <p>Stakeholders collectively have requested updates on heritage and wildlife surveys, funding from Woking BC and the visual impact of works on Sanway Road.</p>
<p><b>Q3</b> - To What extent do you agree or disagree with the proposals for the scheme, including the flood defense and the community and environment opportunities</p>  <p>■ Strongly agree    ■ Agree ■ Neither agree or disagree    ■ disagree ■ Strongly disagree</p>	<p><b>Q4</b> Are there any local events which the project team need to be aware of which could be impacted by the construction of the scheme?</p> <p>The feedback was that there are no known events the project team need to be aware of.</p>
<p><b>Q5</b> - How well do you understand what the impact of the scheme will be in your local area?</p> 	<p><b>Q6</b> Do you have any concerns about how the scheme will impact you specifically? If so, what are your concerns?</p> <p>Stakeholders across the board have some general concerns about noise and disruption, but there is a level of understanding that with construction this is unavoidable. Collectively, comments were raised regarding wildlife, access, noise, dust and stakeholders' ability to</p>

<ul style="list-style-type: none"> <li>■ I have a clear understanding of the impact of the scheme in my local area</li> <li>■ I understand how my local area will be impacted by the scheme, but I am still unsure about some aspects</li> <li>■ I don't understand how my local area will be impacted by the scheme</li> </ul>	<p>use their garden as normal during the summer months.</p>														
<p><b>Q7 - Do you have a specific disability or access requirements that we need to be aware of?</b></p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>22%</td> </tr> <tr> <td>No</td> <td>67%</td> </tr> <tr> <td>N/A</td> <td>11%</td> </tr> </tbody> </table> <p>■ Yes ■ No ■ N/A</p>	Response	Percentage	Yes	22%	No	67%	N/A	11%	<p><b>Q8 - Do you know how to contact the Environment Agency, if you have any questions regarding the scheme?</b></p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>67%</td> </tr> <tr> <td>No</td> <td>33%</td> </tr> </tbody> </table> <p>■ Yes ■ No</p>	Response	Percentage	Yes	67%	No	33%
Response	Percentage														
Yes	22%														
No	67%														
N/A	11%														
Response	Percentage														
Yes	67%														
No	33%														
<p><b>Q9 - Do you know where to find information regarding the scheme?</b></p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>89%</td> </tr> <tr> <td>No</td> <td>11%</td> </tr> </tbody> </table> <p>■ Yes ■ No</p>	Response	Percentage	Yes	89%	No	11%									
Response	Percentage														
Yes	89%														
No	11%														

# Community Questionnaire

<p><b>Q1</b> What community group do you represent?</p> <p>There were stakeholder representatives from West Weald Fungus Recording Group, Byfleet West Byfleet Pyrford Residents' Association (the RA) and the River Wey Trust.</p>	<p><b>Q2</b> What is the area of your community groups' focus?</p> <p>The community groups represented by those stakeholders responding to the community questionnaire have a focus on flood alleviation, the region of Surrey and West Sussex, and the South Branch of the River Wey.</p>
<p><b>Q3.</b> Would you like your community group to be involved in the Sanway Byfleet FAS community outreach work?</p>  <p>■ Yes I would like to be included very much ■ I don't mind whether I am included or not</p>	<p><b>Q4</b> What kind of activities would you like your community group to be involved with?</p> <p>Community stakeholders reported that they would be interested in planting activities, setting up a water testing hub and in providing support for the involvement of schools, Brownies and Scouts groups.</p>
<p><b>Q5.</b> Do you prefer online or in-person engagement?</p>  <p>■ A combination of both</p>	<p><b>Q6.</b> Do you know how to contact the Environment Agency if you have any questions regarding the scheme?</p>  <p>■ Yes</p>
<p><b>Q7</b> Do you have any questions about the scheme or how it may affect the community group you represent?</p> <p>Stakeholders reported that at the time of answering they do not have any further questions that were not covered in the event.</p>	

**Event Questionnaire**

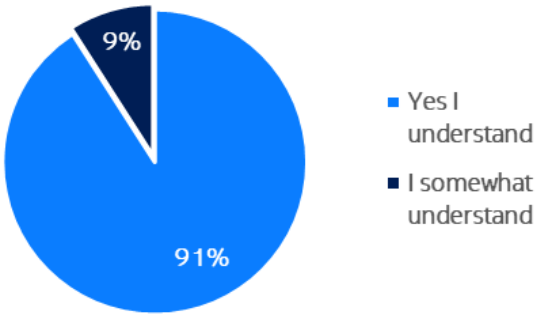
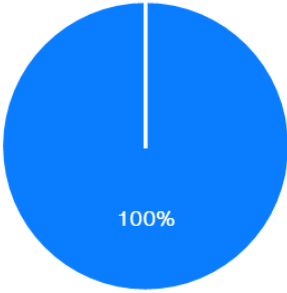
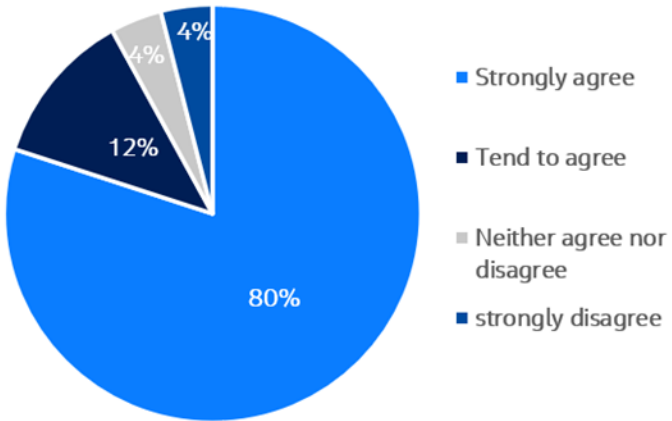
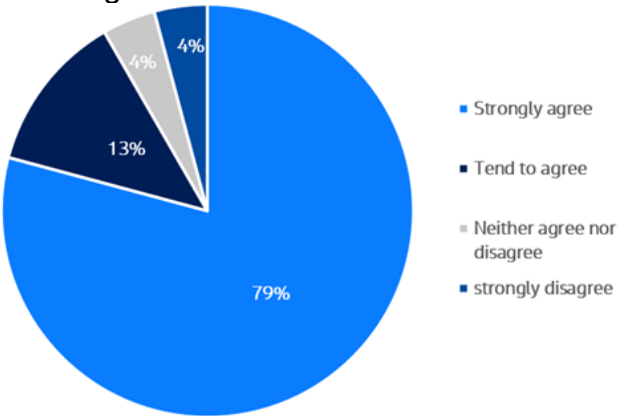
<p><b>Q1 Your understanding of the session content:</b></p>	
<p><b>Q1a. The presentation:</b></p>  <p>100%</p> <p>■ Very easy to understand</p>	<p><b>Q1b. The technical content?</b></p>  <p>100%</p> <p>■ Very easy to understand</p>
<p><b>Q1c. The staff knowledge</b></p>  <p>100%</p> <p>■ Easy to understand</p>	<p><b>Q1d. Any other comments?</b></p> <p>Stakeholders fed back that the content was all explained in a very accessible manner and that a timetable for the session would have been a useful addition.</p>
<p><b>Q2 Your satisfaction with the event</b></p>	
<p><b>Q2a. With the event?</b></p>  <p>100%</p> <p>■ Very satisfied</p>	<p><b>Q2b. With the pre-event information?</b></p>  <p>50% 50%</p> <p>■ Satisfied ■ Very satisfied</p>
<p><b>Q2c. The facilities?</b></p>  <p>50% 50%</p> <p>■ Satisfied ■ Very satisfied</p>	<p><b>Q2d. With the format and timings?</b></p>  <p>50% 50%</p> <p>■ Satisfied ■ Very satisfied</p>

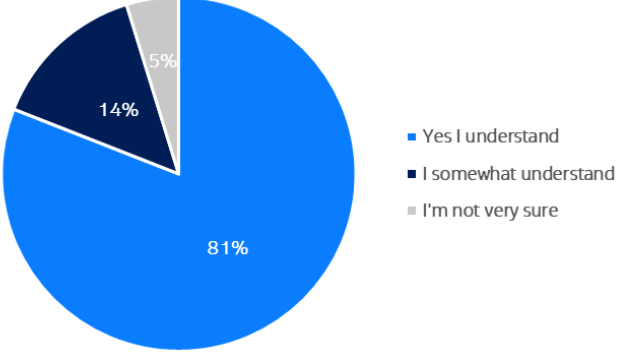
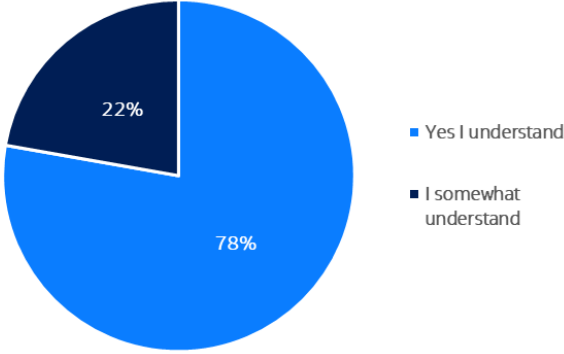
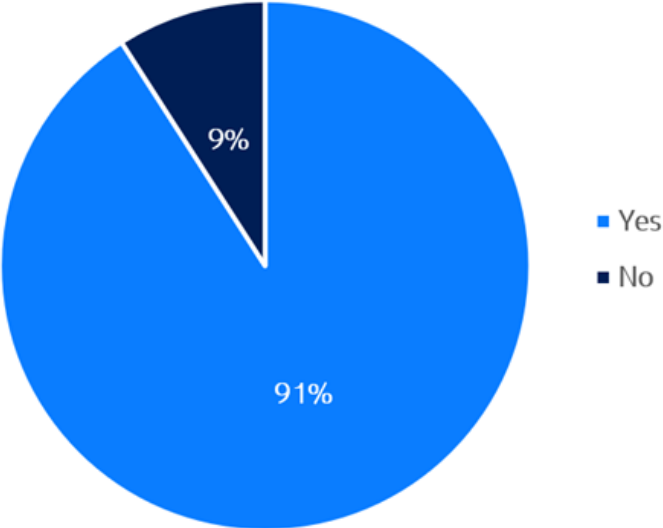
**Q2e.** Any other comments?

Stakeholders reported that they felt the event timings were well managed.

# Response Summary October 2023

## Scheme Questionnaire

<p><b>Q1.</b> Do you understand what the Sanway Byfleet FAS Scheme is?</p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes I understand</td> <td>91%</td> </tr> <tr> <td>I somewhat understand</td> <td>9%</td> </tr> </tbody> </table>	Response	Percentage	Yes I understand	91%	I somewhat understand	9%	<p><b>Q2.</b> Do you understand what the scheme is aiming to do?</p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes I understand</td> <td>100%</td> </tr> </tbody> </table>	Response	Percentage	Yes I understand	100%
Response	Percentage										
Yes I understand	91%										
I somewhat understand	9%										
Response	Percentage										
Yes I understand	100%										
<p><b>Q3.</b> Are there any aspects to the scheme that you would like further clarification on / don't understand – if so, please advise.</p> <p>Summary of responses: Respondents asked for further clarification about the scheme regarding:</p> <ul style="list-style-type: none"> <li>• Funding</li> <li>• How it will look when complete</li> <li>• If it will be completed quickly.</li> </ul> <p>Respondents also asked about:</p> <ul style="list-style-type: none"> <li>• The fish pass</li> <li>• Specific impacts on traffic and surface water.</li> </ul> <p>For a full breakdown of respondent concerns and Environment Agency response, please see Appendix E.</p>	<p><b>Q4.</b> To what extent do you agree or disagree with the proposals for the scheme, including Flood defence proposals?</p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>80%</td> </tr> <tr> <td>Tend to agree</td> <td>12%</td> </tr> <tr> <td>Neither agree nor disagree</td> <td>4%</td> </tr> <tr> <td>strongly disagree</td> <td>4%</td> </tr> </tbody> </table>	Response	Percentage	Strongly agree	80%	Tend to agree	12%	Neither agree nor disagree	4%	strongly disagree	4%
Response	Percentage										
Strongly agree	80%										
Tend to agree	12%										
Neither agree nor disagree	4%										
strongly disagree	4%										
<p><b>Q5.</b> To what extent do you agree or disagree with the proposals for the scheme, including Environmental enhancements</p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>79%</td> </tr> <tr> <td>Tend to agree</td> <td>13%</td> </tr> <tr> <td>Neither agree nor disagree</td> <td>4%</td> </tr> <tr> <td>strongly disagree</td> <td>4%</td> </tr> </tbody> </table>	Response	Percentage	Strongly agree	79%	Tend to agree	13%	Neither agree nor disagree	4%	strongly disagree	4%	<p><b>Q6.</b> Please tell us your reasoning for questions 4 and 5.</p> <p>Summary of responses: Many of the respondents expressed their understanding of why the scheme is going ahead, and strongly supported measures to reduce flooding. Some respondents were unsure about the financial element of the scheme and whether the scheme was a good use of money.</p> <p>For a full breakdown of respondent concerns and Environment Agency response, please see Appendix E.</p>
Response	Percentage										
Strongly agree	79%										
Tend to agree	13%										
Neither agree nor disagree	4%										
strongly disagree	4%										
<p><b>Q7.</b> Are there any local events which the project team need to be aware of which could be impacted by the construction of the</p>	<p><b>Q8.</b> Do you understand what the impact of the scheme will be in your local area during construction?</p>										

<p>scheme?</p> <p>Summary of responses: None of the respondents were aware of any local events which could be impacted by the scheme.</p> <p>For a full breakdown of respondent concerns and Environment Agency response, please see Appendix E.</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes I understand</td> <td>81%</td> </tr> <tr> <td>I somewhat understand</td> <td>14%</td> </tr> <tr> <td>I'm not very sure</td> <td>5%</td> </tr> </tbody> </table>	Response	Percentage	Yes I understand	81%	I somewhat understand	14%	I'm not very sure	5%
Response	Percentage								
Yes I understand	81%								
I somewhat understand	14%								
I'm not very sure	5%								
<p><b>Q9.</b> Do you understand what the impact of the scheme will be in your local area once complete?</p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes I understand</td> <td>78%</td> </tr> <tr> <td>I somewhat understand</td> <td>22%</td> </tr> </tbody> </table>	Response	Percentage	Yes I understand	78%	I somewhat understand	22%	<p><b>Q10.</b> Do you have any concerns about how the scheme will impact you specifically? If so, please explain.</p> <p>Summary of responses: Some respondents expressed concern about wildlife, disruption from dust/ traffic/ parking/ noise, and increased flood risk elsewhere as a result of the scheme. There were also concerns about access into the field and security for potential anti-social behaviour.</p> <p>For a full breakdown of respondent concerns and Environment Agency response, please see Appendix E.</p>		
Response	Percentage								
Yes I understand	78%								
I somewhat understand	22%								
<p><b>Q11.</b> Do you or a member of your household have a specific disability or access requirement that would be useful for us to be aware of?</p> <p>Summary of responses: The majority of respondents stated that there were no specific disabilities or access requirements to make the Environment Agency aware of, however it was noted that access for wheelchairs and other mobility aids should be accounted for in the scheme.</p> <p>For a full breakdown of respondent concerns and Environment Agency response, please see Appendix E.</p>	<p><b>Q12.</b> Do you know how to contact the Environment Agency if you have questions regarding the scheme?</p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>91%</td> </tr> <tr> <td>No</td> <td>9%</td> </tr> </tbody> </table>	Response	Percentage	Yes	91%	No	9%		
Response	Percentage								
Yes	91%								
No	9%								



**Community Group Questionnaire**

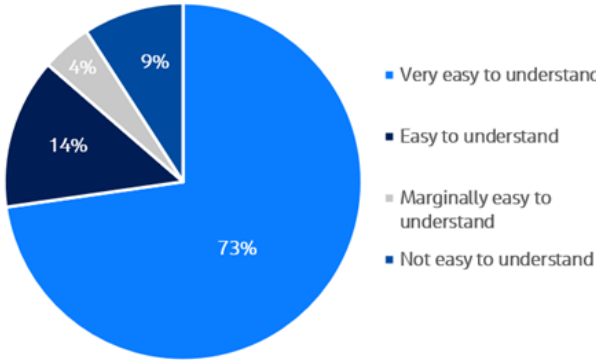
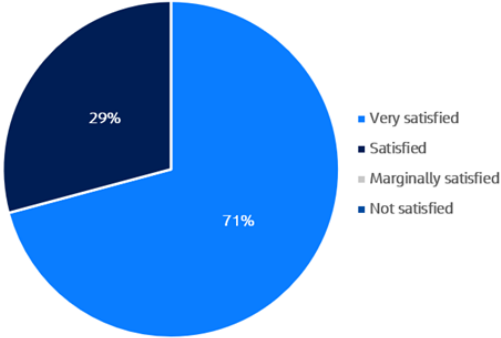
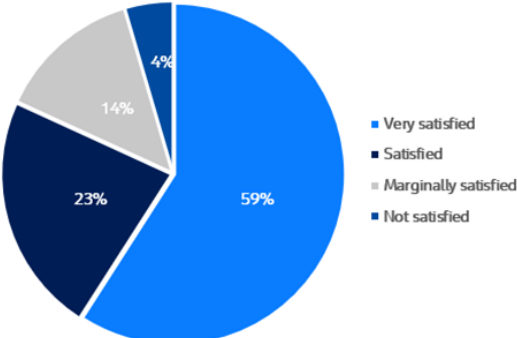
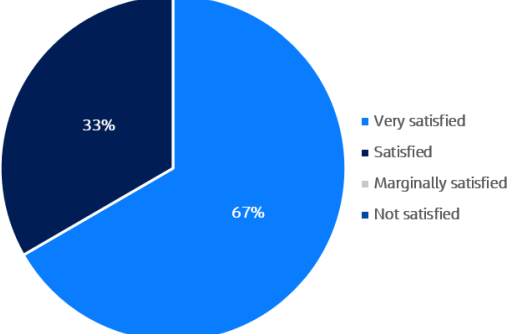
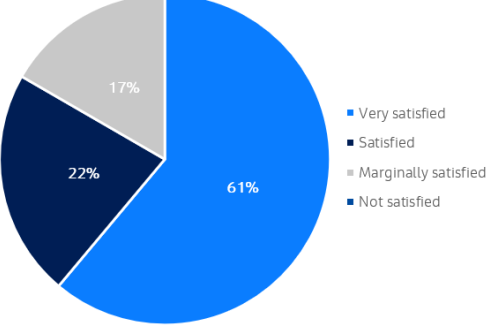
We received two community feedback forms following the October engagement event.

<p><b>What community group do you represent?</b></p> <p>Respondents were from the Byfleet Residents Neighbourhood Forum and the Byfleet Flood Forum.</p>	<p><b>What is the area of your community groups' focus?</b></p> <p>The respondents' community groups include developing a neighbourhood plan, village enhancement, and education.</p>
<p><b>Would you like your community group to be involved in the Sanway Byfleet FAS community outreach work?</b></p> <p>Both respondents stated that they would like to be included in outreach work very much.</p>	<p><b>What kind of activities would you like your community group to be involved with?</b></p> <p>Respondents stated that they would like to be involved in educational groups. The representative from the Byfleet Village Flood Forum also added that they would like to be involved in planting activities and environmentally focused activities.</p>
<p><b>Do you prefer online or in-person engagement?</b></p> <p>Respondents expressed preference for online engagement or hybrid engagement of online and in person.</p>	<p><b>Do you have any questions about the scheme or how it may affect the community group you represent?</b></p> <p>The respondents did not have any questions.</p>

**Event Questionnaire**

The responses below are from both the scheme questionnaire and the community group questionnaire.

<p><b>Q1 Your understanding of the session content:</b></p>																					
<p><b>Q1a. The presentation of information?</b></p> <table border="1"> <caption>Q1a Data</caption> <thead> <tr> <th>Understanding Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very easy to understand</td> <td>64%</td> </tr> <tr> <td>Easy to understand</td> <td>24%</td> </tr> <tr> <td>Marginally easy to understand</td> <td>8%</td> </tr> <tr> <td>Not easy to understand</td> <td>4%</td> </tr> </tbody> </table>	Understanding Level	Percentage	Very easy to understand	64%	Easy to understand	24%	Marginally easy to understand	8%	Not easy to understand	4%	<p><b>Q1b. The technical content?</b></p> <table border="1"> <caption>Q1b Data</caption> <thead> <tr> <th>Understanding Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very easy to understand</td> <td>58%</td> </tr> <tr> <td>Easy to understand</td> <td>21%</td> </tr> <tr> <td>Marginally easy to understand</td> <td>13%</td> </tr> <tr> <td>Not easy to understand</td> <td>8%</td> </tr> </tbody> </table>	Understanding Level	Percentage	Very easy to understand	58%	Easy to understand	21%	Marginally easy to understand	13%	Not easy to understand	8%
Understanding Level	Percentage																				
Very easy to understand	64%																				
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Understanding Level	Percentage																				
Very easy to understand	58%																				
Easy to understand	21%																				
Marginally easy to understand	13%																				
Not easy to understand	8%																				

<p><b>Q1c. The staff knowledge?</b></p>  <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very easy to understand</td> <td>73%</td> </tr> <tr> <td>Easy to understand</td> <td>14%</td> </tr> <tr> <td>Marginally easy to understand</td> <td>9%</td> </tr> <tr> <td>Not easy to understand</td> <td>4%</td> </tr> </tbody> </table>	Category	Percentage	Very easy to understand	73%	Easy to understand	14%	Marginally easy to understand	9%	Not easy to understand	4%	<p><b>Q1d. Any additional comments?</b></p> <p>As their additional comments regarding the event, respondents gave positive feedback about members of staff and visual materials. A respondent thought that information of the event could have been shared wider.</p> <p>For a full breakdown of respondent concerns and Environment Agency response, please see Appendix E</p>										
Category	Percentage																				
Very easy to understand	73%																				
Easy to understand	14%																				
Marginally easy to understand	9%																				
Not easy to understand	4%																				
<p><b>Q2 Your satisfaction with the event</b></p>																					
<p><b>Q2a. Overall event?</b></p>  <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>71%</td> </tr> <tr> <td>Satisfied</td> <td>29%</td> </tr> <tr> <td>Marginally satisfied</td> <td>0%</td> </tr> <tr> <td>Not satisfied</td> <td>0%</td> </tr> </tbody> </table>	Category	Percentage	Very satisfied	71%	Satisfied	29%	Marginally satisfied	0%	Not satisfied	0%	<p><b>Q2b. Pre-event information?</b></p>  <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>59%</td> </tr> <tr> <td>Satisfied</td> <td>23%</td> </tr> <tr> <td>Marginally satisfied</td> <td>14%</td> </tr> <tr> <td>Not satisfied</td> <td>4%</td> </tr> </tbody> </table>	Category	Percentage	Very satisfied	59%	Satisfied	23%	Marginally satisfied	14%	Not satisfied	4%
Category	Percentage																				
Very satisfied	71%																				
Satisfied	29%																				
Marginally satisfied	0%																				
Not satisfied	0%																				
Category	Percentage																				
Very satisfied	59%																				
Satisfied	23%																				
Marginally satisfied	14%																				
Not satisfied	4%																				
<p><b>Q2c. Facilities?</b></p>  <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>67%</td> </tr> <tr> <td>Satisfied</td> <td>33%</td> </tr> <tr> <td>Marginally satisfied</td> <td>0%</td> </tr> <tr> <td>Not satisfied</td> <td>0%</td> </tr> </tbody> </table>	Category	Percentage	Very satisfied	67%	Satisfied	33%	Marginally satisfied	0%	Not satisfied	0%	<p><b>Q2d. Event timings?</b></p>  <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>61%</td> </tr> <tr> <td>Satisfied</td> <td>22%</td> </tr> <tr> <td>Marginally satisfied</td> <td>17%</td> </tr> <tr> <td>Not satisfied</td> <td>0%</td> </tr> </tbody> </table>	Category	Percentage	Very satisfied	61%	Satisfied	22%	Marginally satisfied	17%	Not satisfied	0%
Category	Percentage																				
Very satisfied	67%																				
Satisfied	33%																				
Marginally satisfied	0%																				
Not satisfied	0%																				
Category	Percentage																				
Very satisfied	61%																				
Satisfied	22%																				
Marginally satisfied	17%																				
Not satisfied	0%																				

## Overall summary

Of the 76 comments made throughout the October and July questionnaire responses, 18 were positive and praised the work on the scheme, the proposals, or the event. Some of the constructive comments we received concerned the following themes:

- **Funding**
  - Respondents expressed concern about how the scheme will be funded, and how the cost of the scheme will be managed.
- **Surface water and future flood risk**

- Respondents were concerned about how this scheme would impact flood risk elsewhere and whether it would lead to increased surface water
- **Disruption**
  - Respondents highlighted concerns about potential disruption due to noise, traffic, dust, and parking.
- **Engagement**
  - Some respondents believed that the event invitations could have been circulated to a wider audience.

For the full details of the comments and our response please see Appendices [C](#) and [E](#).

Comments will be reviewed by the Environment Agency's project team and incorporated in the refinement of the designs and development of the construction methodology and mitigation plans as appropriate. We will also use the feedback on our engagement events to improve our future activities scheduled to take place in 2024.

## Next steps

We're now halfway through the Detailed Design phase of the scheme moving towards Planning Application, which is currently scheduled for submission in Summer 2024.

The engagement events held in July and October 2023 have provided us an opportunity to share design information, meet and talk to the local community who may be impacted by the scheme and whom have a general interest in the scheme progress and gather their feedback.

We have now collated the feedback received across the events through the summer and Autumn of 2023 and will be reviewing and incorporating it into the design refinements and the development of the construction methodology and mitigation. We shall also be reaching out to community groups and local organisations to develop partnerships for engagement through the construction of the flood defence to ensure the local community is enhanced and benefit from the delivery of the scheme.

Our full responses to the comments and questions raised from the July and October questionnaires can be found in appendices [C](#) and [E](#).

Before construction begins, we will make sure all approvals, including planning permissions, are in place. Provided the scheme is fully approved and funded, construction could be completed by Winter 2025 with environmental works completed in Spring 2026.

If you have any questions about the scheme, please don't hesitate to get in touch with us on the details below. We are keen to hear your views at any time and not just during public engagement events.

**Telephone:** 03708 506 506

**Email:** [THM.schemes@environment-agency.gov.uk](mailto:THM.schemes@environment-agency.gov.uk)

# Appendix A – July 2023 Boards

Below are the boards that we used for the residents' event in July 2023.

## 1 Sanway-Byfleet Flood Alleviation Scheme

### Welcome

We are here to discuss how the Sanway-Byfleet Flood Alleviation Scheme and its associated environmental and community enhancements could impact you. We welcome your feedback and questions on the scheme via our online survey sending your comments to the details on our final board. Alternatively, you could fill in the paper feedback form available at this drop-in.

### Where?

The scheme is located in the Sanway area of Byfleet near the River Wey. Please see map below showing the areas of interest for this scheme.



## 2 Background to the scheme

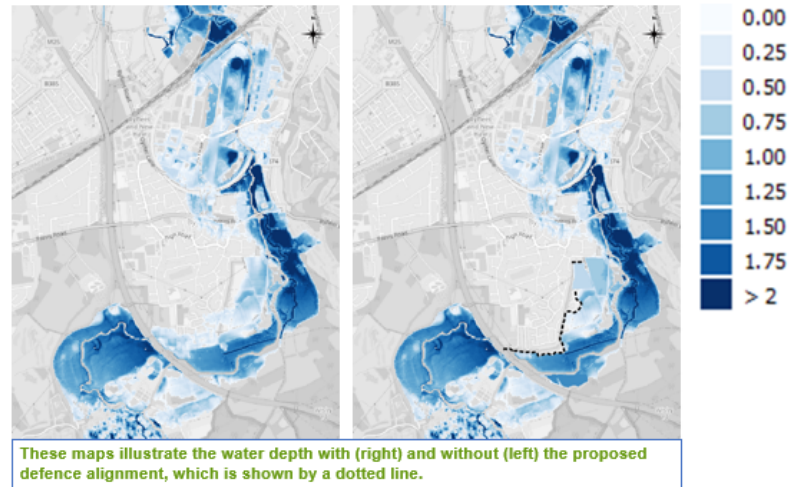
### Who?

This scheme is being jointly developed by the Environment Agency, Woking Borough Council, Surrey Wildlife Trust, Surrey County Council, Byfleet Flood Forum, National Highways, Thames Water, RHS Wisley and the local community.

### Why?

Byfleet has experienced notable floods in 1968, 2000 and 2003. In 2013/14 flooding from the River Wey flooded a total of 74 properties.

Following the 2013/14 flood, The Environment Agency agreed to review options to reduce flood risk at several locations in the Byfleet and Weybridge area and the appraisal identified an economically viable scheme for the Sanway area in Byfleet. The scheme now aims to better protect from flooding up to 236 properties in the Sanway area of Byfleet.



These maps illustrate the water depth with (right) and without (left) the proposed defence alignment, which is shown by a dotted line.

### 3 Environmental enhancement

Within the scheme, there is an opportunity to deliver wider benefits to the community and the natural environment.

Environmental enhancement are proposed to include:

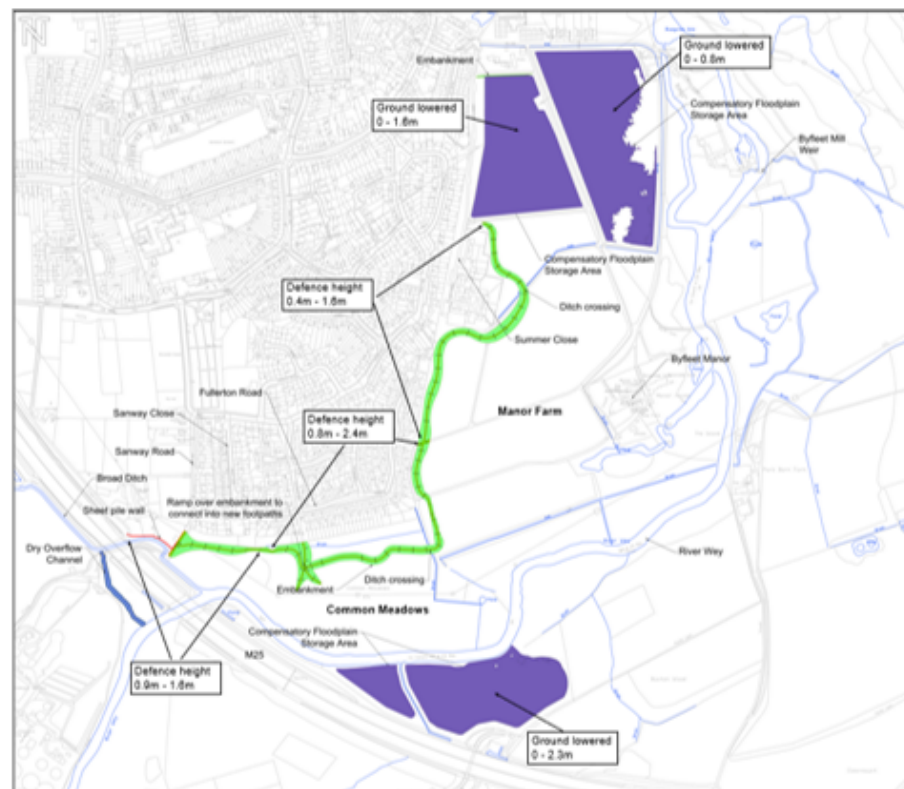
- Increased diversity of habitats within Common Meadows and Manor Farm.
- Enhancement of existing grassland areas to more distinctive grassland habitats (i.e. lowland meadow).
- Creation of wetland features and ditches linked to the River Wey and increased marginal planting along the riverbanks.
- Providing a net increase in length of hedgerows within Manor Farm is under discussion with Surrey Wildlife Trust.
- Creation of pockets of wet woodland (woods that occur on ground that is often or seasonally wet).
- Enhanced provision and connectivity of footpaths within Common Meadows and to the wider footpath network both west of the M25 and northeast into Manor Farm.
- Improvements to M25 underpass – Improve daytime lighting, repainting and removal of fencing



Example of riverbank enhancement on the River Wey

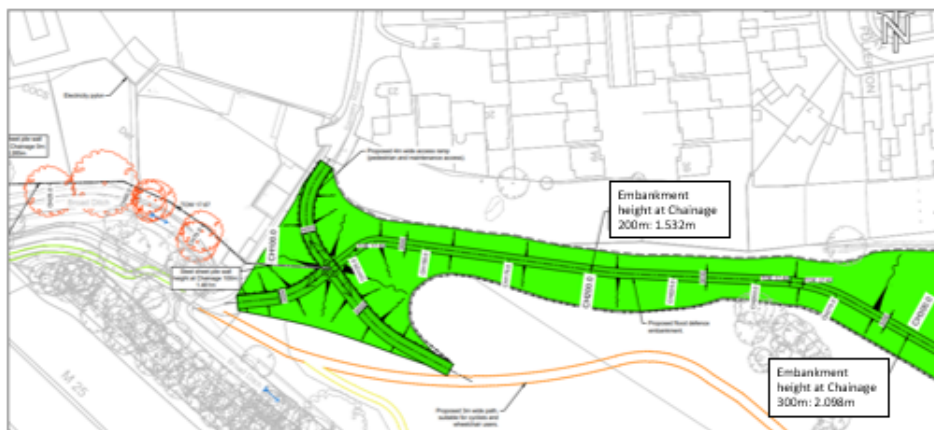
### 4 Flood defence proposals

Below is a map of the flood defence proposals, from May 2022, along with visualisations about how the environment will look following the scheme.



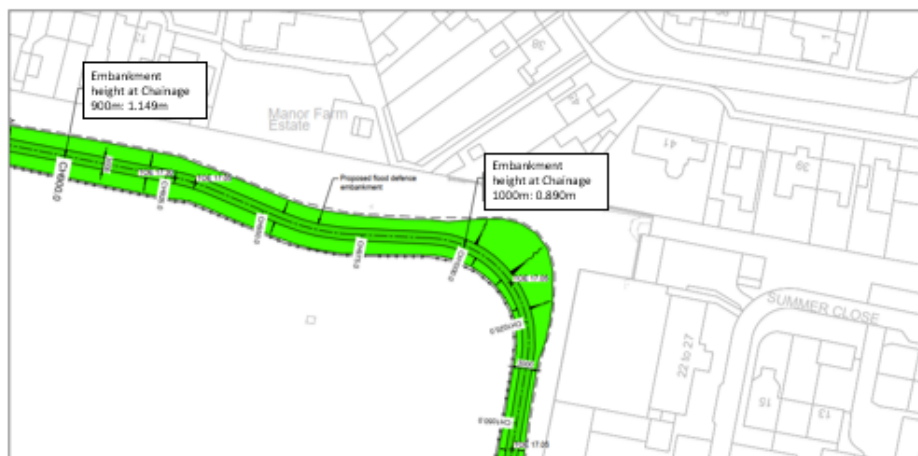
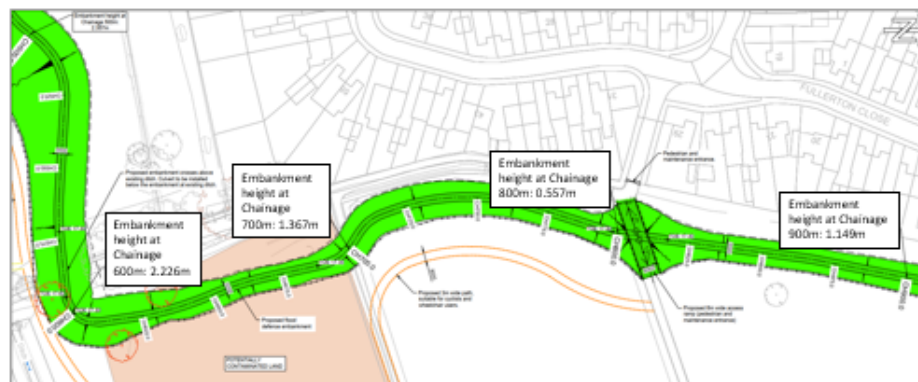
## 5 Defence height at Common Meadow

The below drawings indicates the height of the defence along Common Meadow



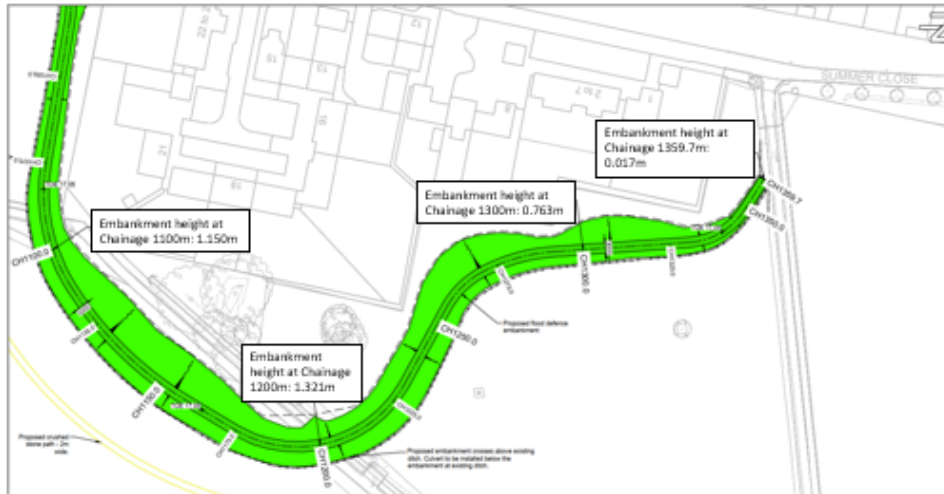
## 6 Defence height at Manor Farm

The below drawings indicates the height of the defence along Manor Farm



# 7 Defence height at Summer Close

The below drawings indicates the height of the defence along Summer Close



# 8 Visualisations

Landscape proposals and locations of the visualisations on boards 9, 10 and 11



## 9 Visualisations

View 1- Artists Impression of aerial view of Common Meadows



## 10 Visualisations

View 2 – Artists impression view of Common Meadows towards Fullerton Road





## 11 Visualisations



**View 3 – Artist's impression view of flood defence embankment north of access from Fullerton Road**

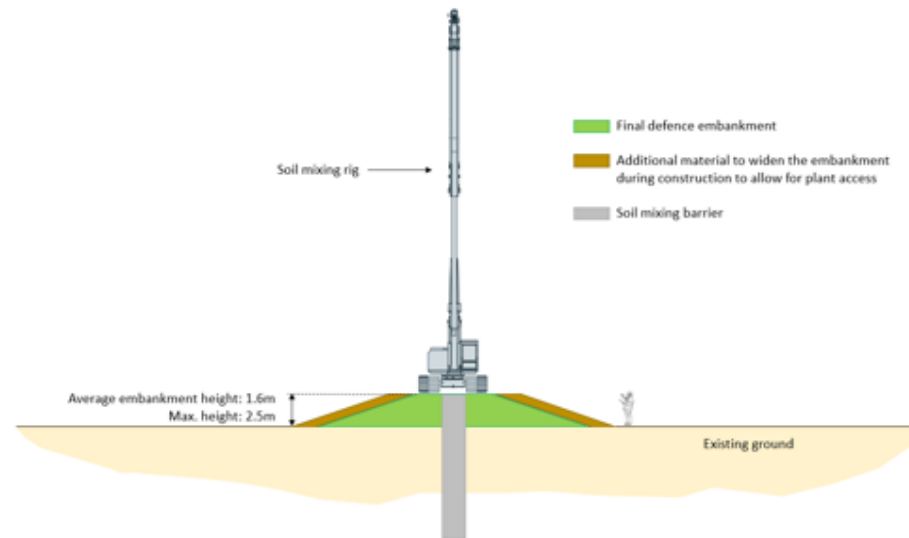


**View 4 – Artist's impression view of Manor Farm Compensatory Floodplain Storage**

## 12 Embankment diagram

The sketch below shows how the embankment will be constructed. This includes the flood wall, soil and piling rig.

Water held back by the flood embankment will slowly seep through the soil coming out on the dry side of the embankment. To stop this, we will install an impermeable 'cut off' through the embankment into the ground below. Our preferred method to create the 'cut off' will be to mix in the ground the existing soil with cement to create an impermeable wall



## 13 Construction

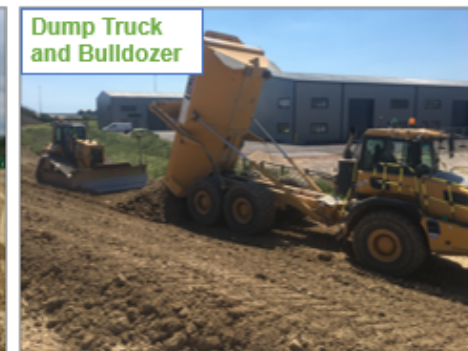
The working hours for construction of the scheme are 08:00 to 18:00 Monday to Friday, however pre-start activities such as daily briefings, may begin earlier to allow physical work to start on time at 08:00. We will be working across all areas of the construction site. While there may be times when construction is not visible, we will be still be working on that area.

We will do everything we can to reduce disruption like using plant with most up to date engine technology, looking at options to reduce vehicle movements and putting up site hoard and fencing to reduce visual and noise effects.

The images below show some examples of the construction equipment that could be used.



## 14 Construction



## 15 Community Outreach

We would like to undertake some community outreach as part of our scheme. Please scan the QR code to register your interest to get involved as a community group.



Use your smartphone camera to scan this QR code to access the community outreach questionnaire

Email: [THM.schemes@environment-agency.gov.uk](mailto:THM.schemes@environment-agency.gov.uk)

Telephone: 03708 506 506

Post: Sanway-Byfleet FAS, Kings Meadow House, Kings Meadow Road, Reading, RG1 8DQ

**Further engagement events planned for Autumn 2023 and Spring 2024**



## 16 Residents

We would like to know your concerns as residents. Please get in touch to tell us about your opinions or fill in our questionnaire, which is available in hard copy at our in-person event or online via the QR code below.



Use your smartphone camera to scan this QR code to access the resident questionnaire

Email: [THM.schemes@environment-agency.gov.uk](mailto:THM.schemes@environment-agency.gov.uk)

Telephone: 03708 506 506

Post: Sanway-Byfleet FAS, Kings Meadow House, Kings Meadow Road, Reading, RG1 8DQ

**Further engagement events planned for Autumn 2023 and Spring 2024**



# Appendix B – July 2023 Questionnaires



## Sanway-Byfleet Flood Alleviation Scheme

### Residents' Questionnaire July 2023

#### About the scheme

1. Are you confident that you know what the Sanway Byfleet Flood Alleviation Scheme is?

- Yes, I am very confident that I know what the Sanway Byfleet Flood Alleviation Scheme is
- Yes, I am somewhat confident that I know what the Sanway Byfleet Flood Alleviation Scheme is
- No, I am not sure that I know what the Sanway Byfleet Flood Alleviation Scheme is
- No, I am not confident at all that I know what the Sanway Byfleet Flood Alleviation Scheme is

2. Are there any aspects to the scheme that you would like further clarification on? / don't understand- if so, what are they?

3. To what extent do you agree or disagree with the proposals for the scheme, including the flood defence and the community and environmental opportunities?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

4. Are there any local events which the project team need to be aware of which could be impacted by the construction of the scheme?

## Sanway-Byfleet Flood Alleviation Scheme

5. How well do you understand what the impact of the scheme will be in your local area?

- I have a clear understanding of the impact of the scheme in my local area
- I understand how my local area will be impacted by the scheme, but I'm still unsure about some aspects
- I don't understand how my local area will be impacted by the scheme

6. Do you have any concerns about how the scheme will impact you specifically? If so, what are your concerns?

7. Do you have a specific disability or access requirements that we need to be aware of?

8. Do you know how to contact the Environment Agency, if you have questions regarding the scheme?

- Yes
- No

9. Do you know where to find information regarding the scheme?

- Yes, I know where to find information about the scheme
- No, I don't know where to find information about the scheme

## Sanway-Byfleet Flood Alleviation Scheme

### About you

To help us analyse the feedback you give us, it would be useful to know the following information if you are happy to provide it. Any personal data you give will be anonymised and only used to review the event and not for any other purpose.

What is your interest in these proposals? (Please tick all that apply)

1. Resident (homeowner)
2. Resident (tenant/other)
3. Work locally
4. Business owner
5. Landowner

Other (please state)

Please provide your email or postal address if you would like to receive updates on any future engagement about our work to reduce flooding in the Sanway-Byfleet area. If you wish to be removed from our mailing list at any time, please email or write to us at [THM.schemes@environment-agency.gov.uk](mailto:THM.schemes@environment-agency.gov.uk).

Name

Postal address (this will be held in a secure area, password protected)

Email address

Preferred method of contact:

- Email       Post

### About the Event

Thank you for attending our engagement event. We're always striving to improve the way we engage with our stakeholders and community members and we would be grateful if you could take 5minutes to provide some feedback on our event.

## Sanway-Byfleet Flood Alleviation Scheme

1. About your understanding of the session content – On a scale of 1 to 4 (1 = not easy to understand, 4 = very easy to understand) please tell us your thoughts on:

	Not easy to understand	Marginally easy to understand	Easy to understand	Very easy to understand
Presentation of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any other comments?

2. About your satisfaction with the event – on a scale of 1 to 4 (1 = not satisfied, 4 = very satisfied) please tell us:

How satisfied were you with:	Not Satisfied	Marginally satisfied	Satisfied	Very Satisfied
The event overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The pre-event information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The format and timings of the event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you wish – please explain the reason for your score ...

3. What worked well or could be improved (i.e. delivery, content, organisation etc.)

4. Do you have any other comments about the event?

Thank you very much for your comments ...

## Sanway-Byfleet Flood Alleviation Scheme

# Community Questionnaire July 2023

1. What community group do you represent?

2. What is the area of your community group's focus?

3. Would you like your community group to be involved in the Sanway Byfleet FAS community outreach work?

- Yes, I would like to be included very much
- I don't mind whether I am included or not
- No, I would not like to be included

4. What kind of activities would you like your community group to be involved with?

- Educational activities / workshop
- Planting activities
- Environmentally focused activities
- Art workshops (eg designing posters)
- Other (please answer in the box below)



## Sanway-Byfleet Flood Alleviation Scheme

5. Do you prefer online or in-person engagement?
- Online engagement
  - In-person engagement
  - A combination of both online and in-person engagement
6. Do you know how to contact the Environment Agency if you have questions regarding the scheme?
- Yes
  - No
7. Do you have any questions about the scheme or how it may affect the community group you represent?

## Sanway-Byfleet Flood Alleviation Scheme

### About you

To help us analyse the feedback you give us, it would be useful to know the following information if you are happy to provide it. Any personal data you give will be anonymised and only used to review the event and not for any other purpose.

8. What category does your community group largely fit into? (Please tick all that apply)

- Resident (homeowner)
- Resident (tenant/other)
- Work locally
- Business owner
- Landowner

Other (please state)

9. What is the name of your community group and who is the representative?

10. What is your community group's email address?

Please provide your email or postal address if you would like to receive updates on any future engagement about our work to reduce flooding in the Sanway-Byfleet area. If you wish to be removed from our mailing list at any time, please email or write to us at [THM.schemes@environment-agency.gov.uk](mailto:THM.schemes@environment-agency.gov.uk).

### About the Event

Thank you for attending our engagement event. We're always striving to improve the way we engage with our stakeholders and community members and we would be grateful if you could take 5minutes to provide some feedback on our event.

## Sanway-Byfleet Flood Alleviation Scheme

1. About your understanding of the session content – On a scale of 1 to 4 (1 = not easy to understand, 4 = very easy to understand) please tell us your thoughts on:

	Not easy to understand	Marginally easy to understand	Easy to understand	Very easy to understand
Presentation of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Any other comments?*

2. About your satisfaction with the event – on a scale of 1 to 4 (1 = not satisfied, 4 = very satisfied) please tell us:

How satisfied were you with:	Not Satisfied	Marginally satisfied	Satisfied	Very Satisfied
The event overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The pre-event information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The format and timings of the event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*If you wish – please explain the reason for your score ...*

3. What worked well or could be improved (i.e. delivery, content, organisation etc.)

4. Do you have any other comments about the event?

*Thank you very much for your comments ...*

## Appendix C: July 2023 residents and community groups questionnaire - comments/questions received & responses in full

Resident's Scheme Questionnaire			
Reference	Question	Attendee Comment	Our response
ANON-PAPER-04/07-04	<p><i>Q2: Are there any aspects to the scheme that you would like further clarification on? / don't understand - if so, what are they?</i></p>	Respondent requested to see an image of what the area would look like at the end of Sanway Road when its becomes a track, as there have been changes applied and the bund now swings to the left.	The Environment Agency will provide further detailed drawings at the Spring 2024 Engagement events.
ANON-PAPER-04/07-05		Respondent stated that the information was quite clear.	The EA acknowledges the positive comment.
ANON-PAPER-04/07-06		Respondent requested general updates on heritage and wildlife surveys.	The EA has noted this and will continue to provide updates on heritage and wildlife surveys in the quarterly newsletter, on the Citizen Space <a href="#">website</a> and through subsequent public engagement events.
ANON-PAPER-04/07-07		Respondent requested updates on funding from Woking BC and any affect that would have on timings.	WBC were originally contributing £5M to the scheme including maintenance for works on Common Meadows. The EA and partners are looking for alternative funding sources but are confident the moneys can be found. Any impact this may have to the timings of the scheme will be managed and communicated when appropriate.
ANON-PAPER-04/07-01	<p><i>Q6: Do you have any concerns about how the scheme will impact you specifically? If so, what re your concerns?</i></p>	Respondent stated concern over general noise and disruption	The EA acknowledges that there will be noise and disruption, however this will be tightly controlled to minimise the impact on the community. Control measures may include acoustic blankets around noisy plant and all plant will have the most up to date engine technology. Noisy works to take place between the hours of 08:00-18:00 Monday to Friday and noise assessments and monitoring will be regularly carried out.
ANON-PAPER-04/07-02		Respondent stated concerns over the duration of the construction period with heavy plant in the vicinity, the impact of noise and dust requiring windows to be	The EA acknowledges that there will be noise and disruption, however this will be tightly controlled to minimise the impact on the community. Control

		closed and an impact to enjoyment of garden and ability to work at home.	measures may include acoustic blankets around noisy plant and all plant will have the most up to date engine technology. Noisy works to take place between the hours of 08:00-18:00 Monday to Friday and noise assessments and monitoring will be regularly carried out.
ANON-PAPER-04/07-04		Respondent stated concerns over how the area around the builder's yard will appear as this is close residences.	The area to the south of the builders yard will include the new sheet pile wall running along that boundary close to the small waterway. The sheet pile will be clad in some way to ensure its appearance ties in with the surrounding area – the project team is discussing cladding and/or vegetation.
ANON-PAPER-04/07-06		Respondent stated concerns over the impact to grazing wildlife in the meadow, with comments regarding raptors that have moved to live nearby suggesting the food chain in the area is thinning. Also concern over access during works.	The project team are working closely with Surrey Wildlife Trust to ensure the design is compatible with their needs and plans for cattle grazing in Common Meadows. Regarding the ecology in the area, an enormous amount of work has gone into identifying and protecting the ecology we have on site, and on demonstrating how the project will significantly improve the biodiversity in the area
ANON-PAPER-04/07-07		Respondent stated concerns about the construction process but understands this is unavoidable.	The EA acknowledges that there will be noise and disruption, however this will be tightly controlled to minimise the impact on the community. Control measures may include acoustic blankets around noisy plant and all plant will have the most up to date engine technology. Noisy works to take place between the hours of 08:00-18:00 Monday to Friday and noise assessments and monitoring will be regularly carried out.
ANON-PAPER-04/07-02	<i>Do you have a specific disability or access requirements that we need to be aware of?</i>	Respondent stated a member of the family has SEN needs	The EA acknowledges this information and will consider as plans for construction develop. The respondent is encouraged to contact the project team to discuss any specific needs <a href="mailto:THM.schemes@environment-agency.gov.uk">THM.schemes@environment-agency.gov.uk</a> / 03708 506 506
ANON-PAPER-		A respondent stated difficulties walking	The EA acknowledges this information and will

04/07-05			consider as plans for construction develop. The respondent is encouraged to contact the project team to discuss any specific needs <a href="mailto:THM.schemes@environment-agency.gov.uk">THM.schemes@environment-agency.gov.uk</a> / 03708 506 506
Community Groups Questionnaire			
ANON-PAPER-04/07-20	<i>What community group do you represent?</i>	West Weald Fungus Recording Group	The EA acknowledges this comment.
ANON-ONLINE-04/07-21		Byfleet West Byfleet Pyrford Residents' Association (the RA)	The EA acknowledges this comment.
ANON-ONLINE-04/07-22		River Wey Trust	The EA acknowledges this comment.
ANON-PAPER-04/07-20	<i>What is the area of your community groups focus?</i>	Surrey and W Sussex	The EA acknowledges this comment.
ANON-ONLINE-04/07-21		South Branch of the River Wey	The EA acknowledges this comment.
ANON-ONLINE-04/07-22		Flood Alleviation	The EA acknowledges this comment.
ANON-ONLINE-04/07-21	<i>What kind of activities would you like your community group to be involved with?</i>	Respondent stated an interest in setting up a water testing hub	The EA acknowledges this idea and will consider as they develop their partnerships engagement plan.
ANON-ONLINE-04/07-22		Respondent stated they could support with engagement with youth groups in the local area.	The EA acknowledges this idea and will consider as they develop their partnerships engagement plan.

# Appendix D – October 2023 Event Boards

Below are the boards that we used for the public engagement event in October 2023.


**1**

## Sanway-Byfleet Flood Alleviation Scheme

### Welcome

This event is to share designs and information on the Sanway-Byfleet Flood Alleviation Scheme and its associated environmental and community related enhancements.

Members of our project team are on hand to discuss the scheme with you today and we are keen to hear your feedback and receive your questions via our scheme questionnaire which can be completed online using the QR code below or on paper and dropped into our response box.



**Scan this QR code to visit our Citizen Space page, which shares information about the scheme.**

This scheme is being jointly developed by the Environment Agency, Woking Borough Council, Surrey Wildlife Trust, Surrey County Council, Byfleet Flood Forum, National Highways, Thames Water, RHS Wisley and the local community.

**2**

## Background to the scheme

### Why?

Byfleet has experienced notable floods in 1968, 2000 and 2003. In 2013/14 flooding from the River Wey flooded a total of 74 properties.

Following the 2013/14 flood, The Environment Agency agreed to review options to reduce flood risk at several locations in the Byfleet and Weybridge area and the appraisal identified an economically viable scheme for the Sanway area in Byfleet. The scheme now aims to better protect from flooding up to 236 properties in the Sanway area of Byfleet.

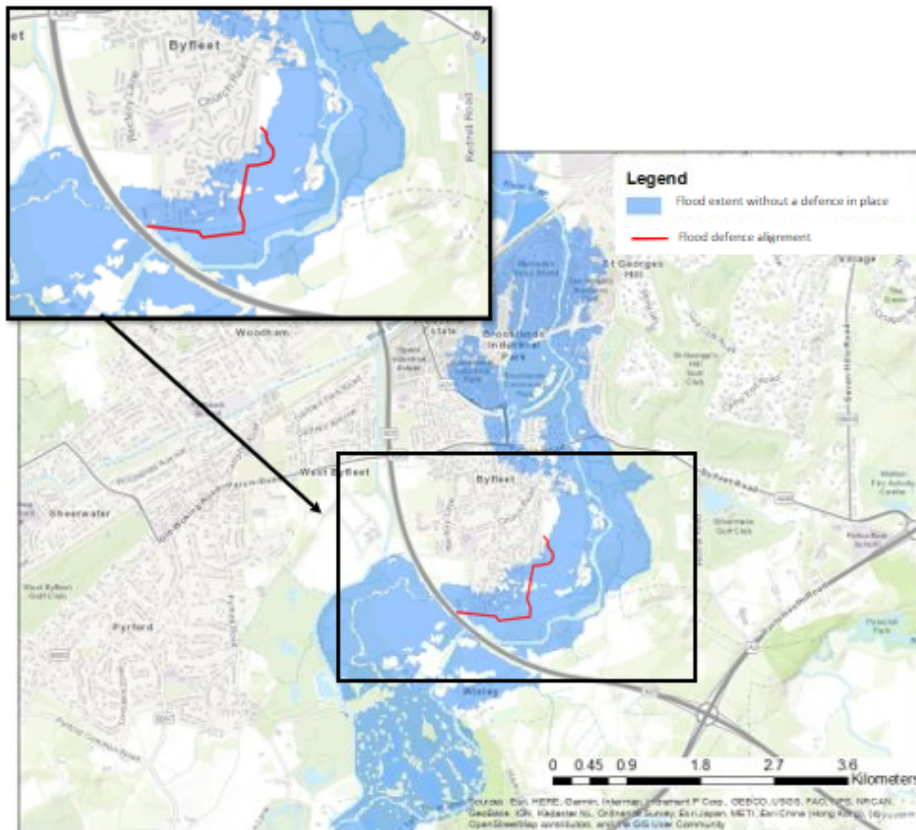
### Where?

The scheme is located in the Sanway area of Byfleet near the River Wey. The map below shows the areas of interest for this scheme.

3

# Without flood defence in place

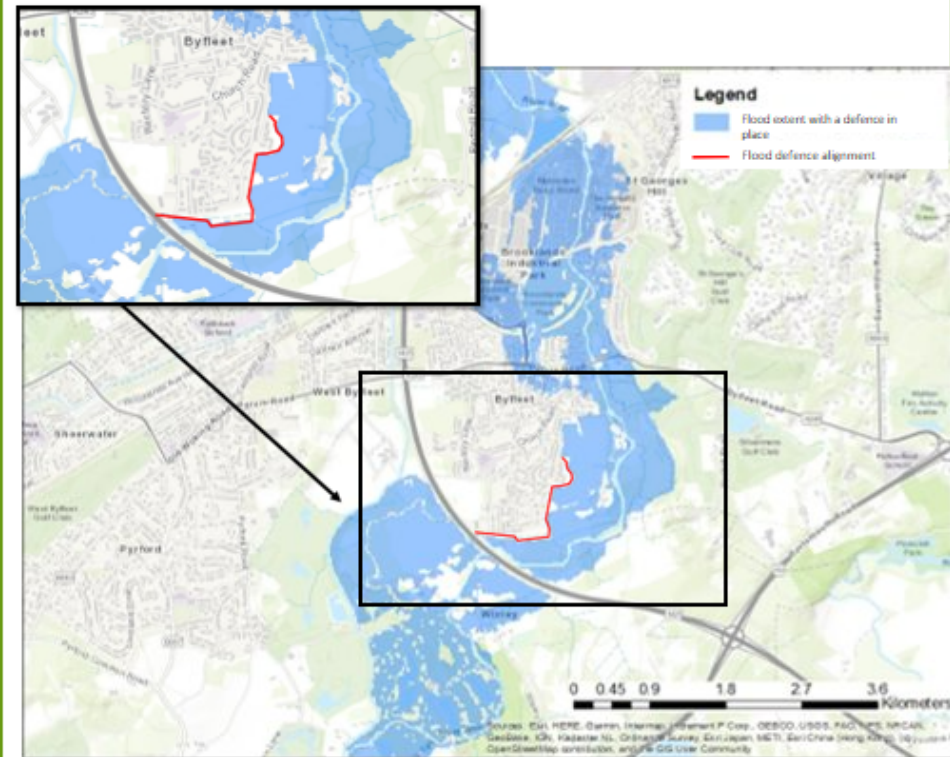
This image shows what the flood risk in the Sanway Byfleet area would be without a flood defence in place.



4

# Future Flood Risk with alleviation measures

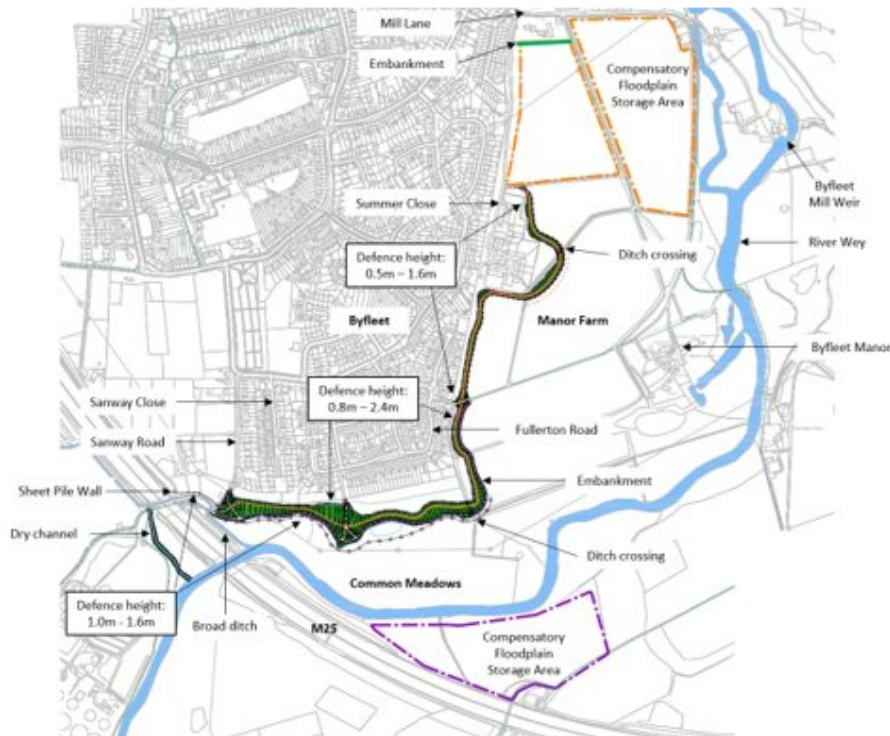
This image shows what the flood risk in the Sanway Byfleet area would be with the flood alleviation measures in place.





## 5 Flood defence proposals

Below is a map of the flood defence proposals, from September 2023, along with visualisations about how the environment will look following the scheme.



## 6 Environmental enhancement

Within the scheme, there is an opportunity to deliver wider benefits to the community and the natural environment.



Marlowe Pond Scrape

- Habitat diversity increase within Common Meadows and Manor Farm.
- More distinctive grassland habitats (i.e. lowland meadow) across existing grassland areas
- Creation of new wetland features and ditches linked to the River Wey
- Increased marginal planting along the riverbanks.
- Discussions with Surrey Wildlife Trust to provide a net increase in length of hedgerows within Manor Farm.

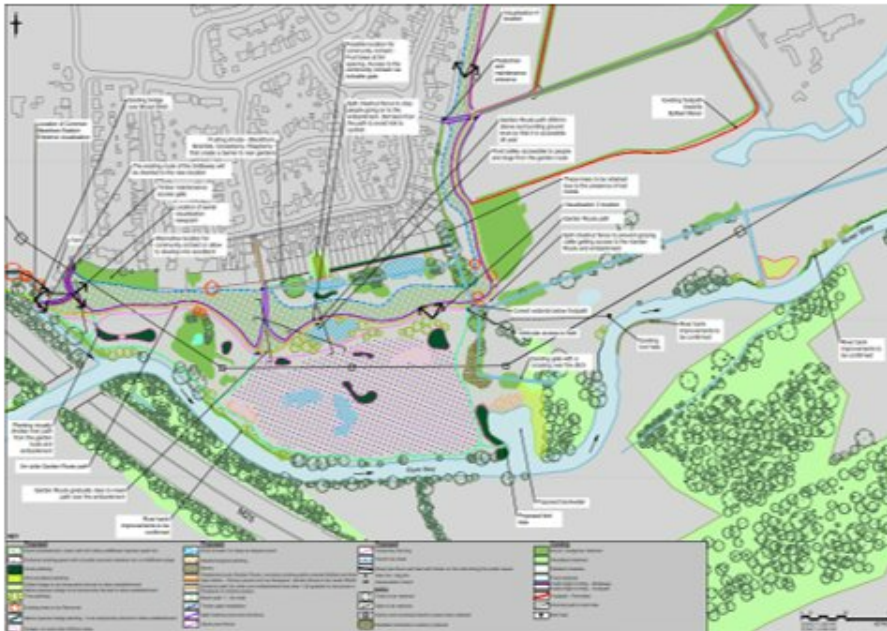
- Creation of pockets of wet woodland (woods that occur on ground that is often or seasonally wet).
- Enhanced provision and connectivity of footpaths within Common Meadows and the wider footpath network west of the M25 and into Manor Farm.
- Improvements to M25 underpass, including daytime lighting, repainting and removal of fencing
- Local community enhancements including creation of a community orchard



Marlowe new Pond

7

## Proposed draft landscaping plans for Common Meadow



8

## Visualisations

1. Artist's impression aerial view of Common Meadows



## 9 Visualisations

### 2. Artist's Impression of entrance to embankment from Muddy Lane



## 10 Visualisations

### 3. Artist's impression view of Common Meadows towards Fullerton Road



## 11 Visualisations



4. Artist's impression view of flood defence embankment north of access from Fullerton Road



5. Artist's impression view of Manor Farm Compensatory Floodplain Storage

## 12 Examples of recently constructed embankments at Marlow



Example A

A & B - Embankment height between 1.2m – 1.6m

C - Access path over the embankment. Gentle 1:20m slope similar to the Sanway paths crossing the embankment

Landscaping and planting for Sanway Byfleet FAS embankment not yet finalised but will be similar to Marlow



Example B

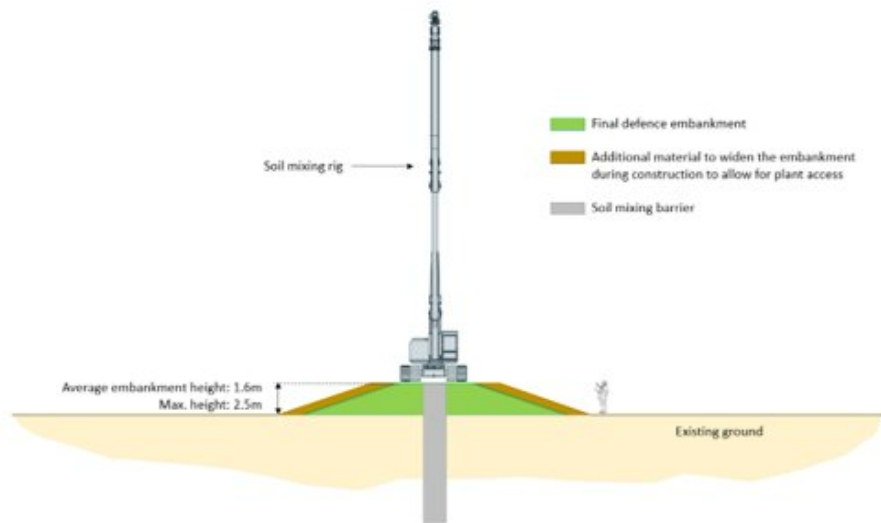


Example C

## 13 Embankment diagram

The sketch below shows how the embankment will be constructed. This includes the flood wall, soil and piling rig.

Water held back by the flood embankment will slowly seep through the soil coming out on the dry side of the embankment. To stop this, we will install an impermeable 'cut off' through the embankment into the ground below. Our preferred method to create the 'cut off' will be to mix in the ground the existing soil with cement to create an impermeable wall



## 14 Soil Mixing Equipment

The photos below show the typical equipment used for soil mixing. Similar equipment will be used for the flood alleviation measures in this project.



## 15 Construction

The working hours for construction of the scheme are 08:00 to 18:00 Monday to Friday, however pre-start activities such as daily briefings, may begin earlier to allow physical work to start on time at 08:00. We will be working across all areas of the construction site. While there may be times when construction is not visible, we will be still be working on that area.

We will do everything we can to reduce disruption like using plant with most up to date engine technology, looking at options to reduce vehicle movements and putting up site hoard and fencing to reduce visual and noise effects.

The images below show some examples of the construction equipment that could be used.



Noise and vibration monitoring equipment



21t excavator



Piling Rig



Tractor and Bowser for dust suppression

## 16 You Said, We Did

### You said...

When consulted on flood defence measures, residents of Fullerton Road expressed a preference towards an embankment over a flood wall.

Residents expressed concerns over the privacy of their gardens if an embankment was planned.

The public have expressed concern about protecting wildlife in the local area.

Local people suggested the creation of a community orchard

A request was made to hold engagement sessions in the morning as well as the afternoon/evening

### We did...

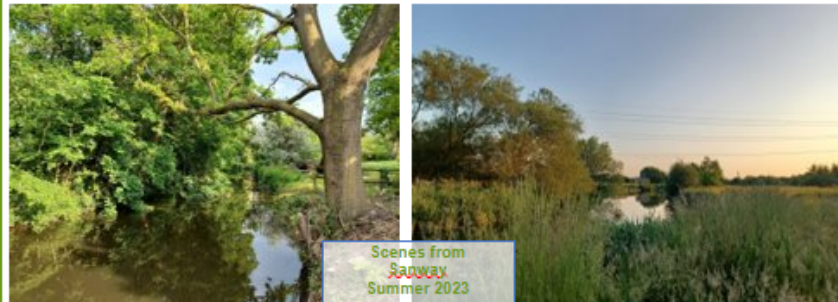
We've chosen to use an embankment flood defence instead of a flood wall.

We've included solutions such as hedges, fencing, and wildflower mixes to maintain privacy in the design of the embankment

We've changed the paths to separate people and wildlife where possible. The paths will also be grassier and include wildflowers.

Our project team are working with community reps and RHS Wisley to explore locations and tree species for an orchard

We're holding two in person events on two separate days in October, one in the morning and one in the afternoon /evening



## 17 Project Timeline

Subject to stakeholder agreement, planning permission, funding approvals and construction risks



**Further engagement events planned for Spring 2024**



## 18 Feedback

We will be gathering feedback on the scheme over a four-week period from **midnight on 17<sup>th</sup> October to midnight 14<sup>th</sup> November 2023**. To share your views, please either scan the QR code below and complete our feedback form online or pick up a paper copy at one of our drop in events. After this time, should you wish to contact the project team, please use the scheme email address: [THM.schemes@environment-agency.gov.uk](mailto:THM.schemes@environment-agency.gov.uk)



Use your smartphone camera to scan this QR code to access the general feedback form

Use your smartphone camera to scan this QR code to access the community group involvement form



Email: [THM.schemes@environment-agency.gov.uk](mailto:THM.schemes@environment-agency.gov.uk)

Telephone: 03708 506 506

Post: ~~Sanway~~ Byfleet FAS, Kings Meadow House, Kings Meadow Road, Reading, RG1 8DQ

**Further engagement events planned for Spring 2024**



# Appendix E - October 2023 Questionnaires



## Sanway-Byfleet Flood Alleviation Scheme Autumn Public engagement events

### Questionnaire October 2023

#### About the scheme

1. Do you understand what the Sanway Byfleet Flood Alleviation Scheme is?

<u>Yes</u> I understand	I somewhat understand	I'm not very sure	No, I don't understand

2. Do you understand what the scheme is aiming to do?

<u>Yes</u> I understand	I somewhat understand	I'm not very sure	No, I don't understand

3. Are there any aspects to the scheme that you would like further clarification on? / don't understand- if so, please advise.

4. To what extent do you agree or disagree with the proposals for the scheme, including:

- The flood defences (the embankment and compensatory ground lowering).
- The environment / community enhancement opportunities (such as planting in Common Meadows or improving the M25 underpass etc)?

	Flood defence proposals	Environmental /community enhancements
Strongly agree		
Tend to agree		
Neither agree nor disagree		



## Sanway-Byfleet Flood Alleviation Scheme

### Autumn Public engagement events

Tend to disagree		
Strongly disagree		
Don't know		

5. Please tell us the reason for your answer in Q4

6. Are there any local events which the project team need to be aware of which could be impacted by the construction of the scheme?

7. Do you understand what the impact of the scheme will be in your local area both through the construction process and once complete?

	<u>Yes</u> I understand	I somewhat understand	I'm not very sure	No, I don't understand
During construction				
Once complete				

8. Do you have any concerns about how the scheme will impact you specifically? If so, please explain.



## Sanway-Byfleet Flood Alleviation Scheme

### *Autumn Public engagement events*

9. Do you or a member of your household have a specific disability or access requirement that would be useful for us to be aware of?

10. Do you know how to contact the Environment Agency if you have questions regarding the scheme?

Yes	No

11. Do you know where to find information regarding the scheme?

Yes	No

## About You

To help us analyse the feedback you give us, it would be useful to know the following information if you are happy to provide it. Any personal data you give will be anonymised and only used to review the event and not for any other purpose.

By completing this 'About You' section, you consent to being included on the scheme mailing list. Your personal details will be protected and only used if you want to be on the mailing list.



## Sanway-Byfleet Flood Alleviation Scheme

### Autumn Public engagement events

What is your interest in these proposals? (Please tick all that apply)

- Resident (homeowner)
- Resident (tenant/other)
- Work locally
- Business owner
- Landowner

Other (please state)

Please provide your email or postal address if you would like to receive updates on any future engagement about our work to reduce flooding in the Sanway-Byfleet area. If you wish to be removed from our mailing list at any time, please email or write to us at [THM.schemes@environment-agency.gov.uk](mailto:THM.schemes@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.

Name

Postal address (this will be held in a secure area, password protected)

Email address

**Unless otherwise advised we will use the email address you have provided to send scheme updates.**

Preferred method of contact:

- Email       Post

## Sanway-Byfleet Flood Alleviation Scheme

### Autumn Public engagement events

## About the Event

Thank you for attending our engagement event. We're always striving to improve the way we engage with our stakeholders and community members and we would be grateful if you could take 5 minutes to provide some feedback on our event.

### 1. About your understanding of the session content:

On a scale of 1 to 4 (1 = not easy to understand, 4 = very easy to understand) please tell us your thoughts on:

	Not easy to understand	Marginally easy to understand	Easy to understand	Very easy to understand
Presentation of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Any other comments?*

### 2. About your satisfaction with the event:

On a scale of 1 to 4 (1 = not satisfied, 4 = very satisfied) please tell us:

How satisfied were you with:	Not Satisfied	Marginally satisfied	Satisfied	Very Satisfied
The event overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The pre-event information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The format and timings of the event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*If you wish – please explain the reason for your score ...*

### 3. What worked well or could be improved (i.e. delivery, content, organisation etc.)



**Sanway-Byfleet Flood Alleviation Scheme**  
*Autumn Public engagement events*

4. Do you have any other comments about the event?

*Thank you very much for your comments ...*

**Community Groups Questionnaire** - The questionnaire prepared for the July 2023 event was used during the October 2023 events.

## Appendix F: October 2023 residents and community groups questionnaire - comments/questions received & responses in full

General scheme questionnaire			
Reference	Question	Attendee Comment	Our response
ANON-PAPER-10/23-02	<p><b>Q3. Are there any aspects to the scheme that you would like further clarification on? / don't understand- if so, please advise.</b></p>	Respondent had no aspects they needed clarification but commented that if the scheme could be completed earlier the better.	The EA acknowledges this comment and will continue to work within the timescales proposed.
ANON-PAPER-10/23-03		Respondent would like additional information on the fish pass which would be after the scheme is completed. Other than that respondent felt everything was explained well.	The EA acknowledges this comment. Further engagement events are planned for Spring 2024, while up-to-date scheme information is available via the project <a href="#">website</a> .
ANON-PAPER-10/23-05		The respondent would like further clarification on the appearance of the sheet piling along broad ditch and commented that this needs to be aesthetically strong.	The project team is discussing the options for this during the current detailed design phase – it will be aesthetically sympathetic for the immediate area and robust.
ANON-PAPER-10/23-09		Respondent would like confirmation of funding for the scheme.	<p>Woking Borough Council were originally contributing £5M to the scheme, the EA and partners are looking for alternative funding sources but are confident the moneys can be found.</p> <p>In a statement, Woking Borough Council has said “in light of Woking Borough Council’s extremely serious financial situation, and the implementation of the Section 114 Notice spending controls, we are severely restricted to what financial contributions we can make towards infrastructure projects. As a result, the council has currently suspended its investment programme. Despite this difficult situation, Woking Borough Council remain committed to supporting the delivery of the Byfleet and Sanway Flood Alleviation Scheme by partner agencies and</p>

			officers continue to support the project”
ANON-PAPER-10/23-14		Respondent would like further information on how the scheme design will stop surface water coming up through the drains which has been the cause of a lot of flooding in the village.	Surface Water is something that has been investigated in depth during the course of the project. The flood scheme will not worsen any current surface water issues and a number of options have been looked at with Surrey County Council with regards to improvement.
ANON-PAPER-10/23-21		Respondent is concerned about heavy traffic using Sanway Road	The EA acknowledges that there will be some impact from construction vehicles in order to construct the flood defences. We are currently reviewing how construction traffic will access the site. At this stage a route away from residential areas is our preference but cannot be ruled out until we have fully investigated other options. Currently we are looking at options across open land/farmland from the north or south of the site to limit the need to access through residential area. We need to assess the environmental impact of these routes and engage with the landowners before these can be confirmed. During the busiest periods, where we will be removing excavated material from the CSAs off site there will be up to 30 lorries per day. You can expect this level of traffic for 6 to 8 months during the spring, summer and autumn of 2025.
ANON-PAPER-10/23-01	<b>Q5. Please tell us your reasoning for question 4 (To what extent do you agree or disagree with the proposals for the scheme)</b>	Respondent stated that the scheme will be a huge benefit for Byfleet and is overdue.	The EA acknowledges this positive comment.
ANON-PAPER-10/23-02		Respondent stated that it is very important for a central cement barrier	The EA acknowledges this comment. The core of the flood defence will include the embankment and will extend down underground to minimise water flowing through. Cement materials are something being considered, however the project team are working through all options to ensure we select the most environmentally friendly material.
ANON-PAPER-10/23-03		Respondent commented that the project team are doing everything possible to make the environment better than it is now, adding further footpaths etc.	The EA acknowledges this positive comment.

ANON-PAPER-10/23-04	Respondent commented that the bund wall is an expensive use of taxpayers' money and believes it is better to remove Byfleet Mill weir, which would be a better solution in the current economic climate, and better for the river!	The EA acknowledges this comment. Different options for work at Byfleet Mill (including removal) were investigated during the previous project phase. Removal alone would not address the flooding problem from the River Wey. Removing Byfleet Weir would provide marginal improvement for the smaller floods but would not protect for the much larger 1:100 with climate change floods.
ANON-PAPER-10/23-06	Respondent stated that it is a good idea to prevent flooding	The EA acknowledges this positive comment.
ANON-PAPER-10/23-10	Respondent was happy with the consultation	The EA acknowledges this positive comment.
ANON-PAPER-10/23-04-14	Respondent stated concerns that a lot of money is being spent to save only a few number of houses when much larger areas of the village are also impacted by flooding	The EA acknowledges this comment. The benefits of the flood scheme extend far beyond the properties being better protected by the defence itself. It is not technically possible to include Byfleet Village in this flood alleviation scheme however, protecting 236 homes is a significant benefit in itself, with the scheme also delivering significant environmental and recreational benefits through the improvements to Common Meadows.
ANON-PAPER-10/23-04-15	Respondent stated that they understand the reasons for the scheme	The EA acknowledges this comment.
ANON-PAPER-10/23-04-19	Respondent stated that the flood defences are urgently needed and delighted to hear about the environmental impacts.	The EA acknowledges this positive comment.
ANON-PAPER-10/23-04-21	Respondent commented that they will feel less worried about their home flooding every time there is heavy rain and commented positively regarding the planned improvements to the waste land area.	The EA acknowledges this comment. To find out more about what to do before, during, or after a flood, visit this webpage: <a href="http://www.gov.uk/prepare-for-flooding/future-flooding">www.gov.uk/prepare-for-flooding/future-flooding</a>
ANON-ONLINE-10/23-04-23	Respondent commented that the area needs to be protected from flooding and that the embankment is a great and attractive way of doing this whilst still preserving the natural	The EA acknowledges the positive comment regarding the flood defence design. The location for the community orchard is still yet to be decided and the EA will review the feedback



		<p>beauty of the area. But has concerns over the location of the planned community orchard being so close to some residences and affecting privacy.</p>	<p>received when considering the final placement.</p>
ANON-97Q2-9XPT-8		<p>Respondent expresses concern that they will experience increased flood risk from flood defence measures elsewhere, as it seems to them that the bank along Manor Crescent isn't going to be extended.</p>	<p>The EA acknowledges the respondents concerns. However, the flood scheme will not increase flood risk anywhere else. This is one of the requirements of gaining planning permission and has been confirmed in the technical work.</p>
ANON-PAPER-10/23-04	<p><b>Q8. Do you have any concerns about how the scheme will impact you specifically? If so, please explain.</b></p>	<p>Respondent did not have a concern but stated their support for the creation of 'backwater' (a flood refuge when flows are greatest)</p>	<p>The EA acknowledges this support. The backwater is something that the team aspires to create as part of the environmental improvements of the scheme, to benefit wildlife in the area.</p>
ANON-PAPER-10/23-05		<p>Respondent asked what provisions would be made for increasing parking, if the area is going to become a more appealing area to visit.</p>	<p>The EA acknowledges the comment. The enhancements on and around Common Meadow will be to improve the area for wildlife and those living locally, the EA does not envisage the area attracting significant numbers of additional people therefore additional parking is not part of the design proposals.</p>
ANON-PAPER-10/23-08		<p>Respondent stated concerns over noise and dust.</p>	<p>The EA acknowledges the respondents concerns. There will be noisy activities during the construction phase. These activities will be tightly controlled to minimise the impact on the community. Control measures may include acoustic blankets around noisy plant, all plant to have the most up to date engine technology, noisy works to take place between the hours of 08:00-18:00 Monday to Friday and noise assessments and monitoring will be regularly carried out. During construction, dust will be created, particularly in the dryer months. To mitigate this, the ground will be dampened to reducing dust and all vehicles will go through a wheel wash upon leaving site.</p>
ANON-PAPER-10/23-12		<p>Respondent stated concerns over the wildlife</p>	<p>The EA acknowledges the respondents concerns. The project will deliver significant biodiversity improvements in the area (measured by Biodiversity Net Gain calculations and is working closely with</p>

			Surrey Wildlife Trust and others to ensure improvements on Common Meadows are designed to balance access for people and wildlife. For example, the project proposes backwaters, ponds and scrapes to encourage wading birds.
ANON-PAPER-10/23-14		Respondent concerned over the impact to properties along the Grassmead Estate which lies along Mill Lane and has grounds along the River Wey as the scheme only focuses on the Sanway/properties in Fullerton. Concern that it could make neighbouring flooding problems worse.	The EA acknowledges the respondents concerns. The flood modelling shows that although not directly behind the raised flood defence, the properties in this area will experience some benefit from the higher standard of protection. A requirement of any flood scheme is that flood risk is not made worse anywhere else.
ANON-PAPER-10/23-15		Respondent concern over lack of access to the dog field from Summer Close, properties currently have gates directly into field.	The EA acknowledges the respondents concerns. Access will be maintained from properties who back onto this area into the dog field at Manor Farm. There may be a small diversion as we manage access over the flood bund.
ANON-PAPER-10/23-21		Respondent expressed concerns over heavy traffic on local roads and extra noise in addition to the M25, they are against the orchard proposals and have concerns regarding privacy from the raised footpaths.	The EA acknowledges that there will be some impact from construction vehicles in order to construct the flood defences. We are currently reviewing how construction traffic will access the site. At this stage a route away from residential areas is our preference but cannot be ruled out until we have fully investigated other options. Currently we are looking at options across open land/farmland from the north or south of the site to limit the need to access through residential area. We need to assess the environmental impact of these routes and engage with the landowners before these can be confirmed. During the busiest periods, where we will be removing excavated material from the CSAs off site there will be up to 30 lorries per day. You can expect this level of traffic for 6 to 8 months during the spring, summer and autumn of 2025. The EA has met with members of the local community to develop the ideas for the community orchard. The location for the community orchard is still yet to be decided and the EA will review the

			<p>feedback received when considering the final placement.</p> <p>Privacy from raised foot paths The footpaths in Common Meadows will be raised only slightly – around 200-300m from the ground on the river side of the embankment. This is to keep them dry and usable for the majority of the year. There will be no paths near the top of the flood embankment and fencing will be installed to stop people walking up.</p>
ANON-ONLINE-10/23-23		Respondent expressed concern about the 'dry side' between the bund and back garden boundaries. They are also concerned about how footpaths will be maintained and how anti-social behaviour in the area would be deterred.	The EA acknowledges these concerns. The dry side of the embankment will be similar to how Common Meadows is now but will not be accessible to the general public. There will be a small drain at the foot of the embankment, and it does give us an opportunity to create further enhancements. For example – one proposal involves the creation of a community orchard, wetland feature and additional tree planting.
ANON-97Q2-9XP3-7		Respondent expressed concern about anti-social behaviour in their local area, asking whether CCTV would be considered. They were also concerned about scheme funding and asked whether there would be too many footpaths.	<p>The EA are working with the local councillor to design positive improvements to the local area, however addressing anti-social behaviour by installing CCTV cannot be delivered through this scheme.</p> <p>One paved path is proposed at the bottom of the embankment linking to the existing path networks. An informal mown route to and along the river is also proposed.</p>
ANON-PAPER-10/23-07	<b>Q9. Do you or a member of your household have a specific disability or access requirement that would be useful for us to be aware of?</b>	Respondent commented that scheme must ensure easy access for wheelchairs, mobility scooters etc	The landscaping plans have taken this into account. There are a number of different paths proposed throughout Common Meadows, the main one (known as the Garden Route) will be designed with accessibility in mind, and will be suitable for wheelchairs, prams, mobility scooters etc.
ANON-LET-10/23-01		The event was interesting and easy to understand. Stakeholder concerned that the proposed trench from Broad Ditch to River	<p>The EA acknowledges comments made by the respondent.</p> <p>The proposed dry channel West of the M25 was</p>

		<p>Wey could cause extra flooding south of the M25. The stakeholder believes that the path in Common Meadow should be for pedestrians only, not including horse riders or cyclists. They are concerned about the area of the scheme owned by the RHS and their commitment to conservation and sustainability in view of their recent application to turn the Wisley Cricket Ground into a giant car park. The stakeholder thinks that lights and murals in the underpass should be abandoned to discourage anti-social congregation, such as drug use. They also think that Footpath 3 should be made into a cycle path.</p>	<p>introduced to the scheme to complete the flood defence system, and does not increase flood risk in any area.  The EA is working with the local councillor to design positive improvements to the local area, however addressing anti-social behaviour is outside the scheme scope.  The EA is unable to comment on any other specific planning applications.</p>
<b>About the event</b>			
ANON-PAPER-10/23-02	<b>About your satisfaction with the event</b>	Respondent commented that the sooner the scheme can be completed, the better.	The EA acknowledges this positive comment and will continue to work within the timescales proposed.
ANON-PAPER-10/23-03		The respondent believed that the team were knowledgeable and explained the content clearly.	The EA acknowledges this positive comment.
ANON-PAPER-10/23-5		The respondent commented that it is good to be kept up-to-date on a regular basis.	The EA acknowledges this comment. Further engagement events are planned for Spring 2024, while up-to-date scheme information is available via the scheme <a href="#">website</a> .
ANON-PAPER-10/23-14		The respondent commented that they didn't see any information advertising the event, and only found out about it second-hand.	The EA acknowledges this comment and apologises that the respondent did not receive information directly about the events. Newsletters advertising the event have been posted and emailed to over 500 addresses, posters have been placed in and around Sanway. The EA is constantly updating the contact database to ensure all those interested in the progress of the scheme receive information when it is available.
ANON-PAPER-10/23-12	<b>About your understanding of the session content</b>	House boundary round stable area	The EA is unable to comment due to lack on information.

ANON-PAPER-10/23-14		The respondent believed that the event should have been attended by local councillors throughout.	The EA Acknowledges this comment. Unfortunately, on this occasion the local councillor was unable to attend but has been very supportive of the scheme and has attended all previous engagement events held by the scheme.	
ANON-PAPER-10/23-02	<b><i>What worked well or could be improved</i></b>	The respondent believed that the event was good and found the images helpful.	The EA acknowledges this positive comment.	
ANON-PAPER-10/23-09		Respondent was happy with the information as a retired engineer.	The EA acknowledges this positive comment.	
ANON-PAPER-10/23-10		The respondent found the event clear and understandable.	The EA acknowledges this positive comment.	
ANON-PAPER-10/23-14		The respondent believed that the event should have been advertised to a wider area.	The EA acknowledges this comment. Newsletters advertising the event were posted and emailed to over 500 addresses, posters have been placed in and around Sanway. The EA is constantly updating the contact database to ensure all those interested in the progress of the scheme receive information when it is available.	
ANON-PAPER-10/23-15		The respondent believed that all aspects of the event worked well.	The EA acknowledges this positive comment.	
ANON-PAPER-10/23-16		The respondent believed that the presentation of the event was impressive.	The EA acknowledges this positive comment.	
ANON-PAPER-10/23-17		The respondent thought presentation boards and pictures were good.	The EA acknowledges this positive comment.	
ANON-PAPER-10/23-19		The respondent found the event to be convenient and well presented	The EA acknowledges this positive comment.	
ANON-PAPER-10/23-08		Do you have any other comments about the event	The respondent found that the event information and members of staff clearly covered their questions.	The EA acknowledges this positive comment.
ANON-PAPER-10/23-			The respondent found that one of the EA representatives was very informative, as he	The EA acknowledges this positive comment.

13		explained everything in layman's terms.	
ANON-ONLINE-10/23-23		The respondent found it good to have access to further information and receive answers from those proposing the scheme.	The EA acknowledges this positive comment.
ANON-COMM-PAPER-10/23-01	What worked well or could be improved What worked well or could be improved	The respondent believed that the staff at the event were very attentive.	The EA acknowledges this positive comment.
ANON-COMM-PAPER-10/23-02		The respondent believed the scheme and event had been fully thought out.	The EA acknowledges this positive comment.
ANON-COMM-PAPER-10/23-02	Do you have any other comments about the event?	The respondent stated that they believe the scheme will be a real asset when finished.	The EA acknowledges this positive comment.
<b>Community Questionnaire</b>			
ANON-COMM-PAPER-10/23-01	<b>Q1. What community group do you represent</b>	Byfleet Residents Neighbourhood Forum	The EA acknowledges this comment.
ANON-COMM-PAPER-10/23-02		Byfleet Village Flood Alleviation Scheme. Byfleet Forum	The EA acknowledges this comment.
ANON-COMM-PAPER-10/23-01	<b>Q2. What is the area of your community group's focus</b>	Developing a neighbourhood plan for Byfleet Village	The EA acknowledges this comment.
ANON-COMM-PAPER-10/23-02		Flooding village enhancement, education, what we can do to improve the village for its people	The EA acknowledges this comment.
ANON-COMM-PAPER-10/23-01	<b>Q4. What kind of activities would you like your community group to be involved with?</b>	Educational groups/ workshop	The EA acknowledges this comment.
ANON-COMM-PAPER-10/23-02		educational activities/ workshop, planting activities, environmentally focused activities	The EA acknowledges this comment.
ANON-COMM-PAPER-10/23-01	<b>Q5. Do you prefer online or in-person engagement?</b>	Online engagement	The EA acknowledges this comment.

ANON-COMM- PAPER-10/23- 02		Online and in-person combo	The EA acknowledges this comment.
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## Appendix G – Privacy statement

We used the privacy notice below on the questionnaires and put it on display at the engagement event for people filling in the paper questionnaires.

*Any personal data you give will be anonymised and only used to review the event and not for any other purpose. Your personal details will be protected and only used if you want to be on the mailing list. 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.*

*We will be gathering feedback on the scheme over a four-week period from midnight on 17th October to midnight 14th November 2023.*

*After this time, should you wish to contact the project team, please use the scheme email address: [THM.schemes@environment-agency.gov.uk](mailto:THM.schemes@environment-agency.gov.uk)*