



Sanway-Byfleet Flood Alleviation Scheme

Engagement Feedback Report

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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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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 are any potential 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 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 our latest proposals for flood defence and a number of potential community and environmental opportunities. We shared information via a dedicated web page on the Environment Agency's consultation portal, held a drop-in session 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 will be used to help us further develop our plans where appropriate.

The purpose of this report is to summarise the comments and questions received during the events and through the 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.

Public engagement and events

Citizen Space

Citizen Space is the Environment Agency's dedicated consultation and engagement portal. A Citizen Space page has been created to share information about the Sanway-Byfleet Flood Alleviation Scheme and to enable people to provide feedback on the proposals. The page can be accessed via the following link: <https://consult.environment-agency.gov.uk/thames/sanway-byfleet-flood-alleviation-scheme/>.

The page went live on Friday 13 May 2022. For this stage of engagement, the page provided an overview of the scheme location, the background to the scheme, what has happened as part of the scheme so far, our current flood defence proposals and what the scheme will look like. We also made information available about our proposed community and environmental opportunities, how the scheme will be funded, and the next steps.

Along with the information, we made several visual plans available too, including a location plan, a flood defence alignment plan, a flooding scenario plan and visuals of the proposed works.

We also shared previous communications such as the newsletter shared in September 2020, and the slides used at the virtual events in March 2021.

Also included on the page was an online feedback form, which asked for people's views on the proposals. (See questionnaire in Appendix A)

We also signposted people to our virtual events via Try Booking.

Promotion

We sent out letters to the 500 local residents in March 2022 to inform them of the upcoming engagement.

Ahead of the launch of the Citizen Space page, we created postcards and posters to highlight the project and virtual events.

The 500 postcards were hand-delivered to residents in May 2022 by members of the local community, who also put-up posters in key locations, such as Common Meadows. Details of the Citizen Space page and virtual events were also shared on the local councillor and Byfleet Flood Forum Facebook pages.

Public drop-in event

A public drop-in session was held on 21 May 2022 between 10am and 4pm at St Mary's Community Centre, Stream Close, Byfleet, West Byfleet, KT14 7LZ.

The event gave the public the opportunity to examine our proposals and ask questions of the project team.

The drop-in event was well attended with 38 household entries on the sign in sheet making it approximately 70 people throughout the day.

A link to the materials from the public drop-in event can be found on Citizen space via the link on page 5.

Virtual events

A virtual event session was held using Zoom on 25 May 2022 between 7pm and 8.30pm.

The virtual event consisted of a presentation on the scheme and proposals, followed by a question-and-answer session.

The virtual event was attended by 11 households.

See Appendix B for the notes from the session.

Contacting the team

The following contact details were made available on Citizen Space 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

Engaging with landowners

In addition to the above engagement activities, we have also had ongoing conversations and engagements with landowners who will be directly affected by the scheme.

This has included organisations such as Woking Borough Council, Highways England, Royal Horticultural Society (RHS) Wisley, Surrey Wildlife Trust, riparian owners and other key landowners.

Feedback

As part of this phase of engagement, we asked the public and their representatives to offer feedback so we can continue to develop our designs. People could either feedback via the online response form available on Citizen Space or using a paper copy available at the public drop-in. We also accepted feedback and comments in writing or emailed to us on the details set out above.

The online survey was open from 12 May 2022 to 19 June 2022.

A copy of the feedback form is provided in Appendix A.

Responses to the engagement

Methods of response

We welcomed feedback about the proposals via the online and paper feedback forms.

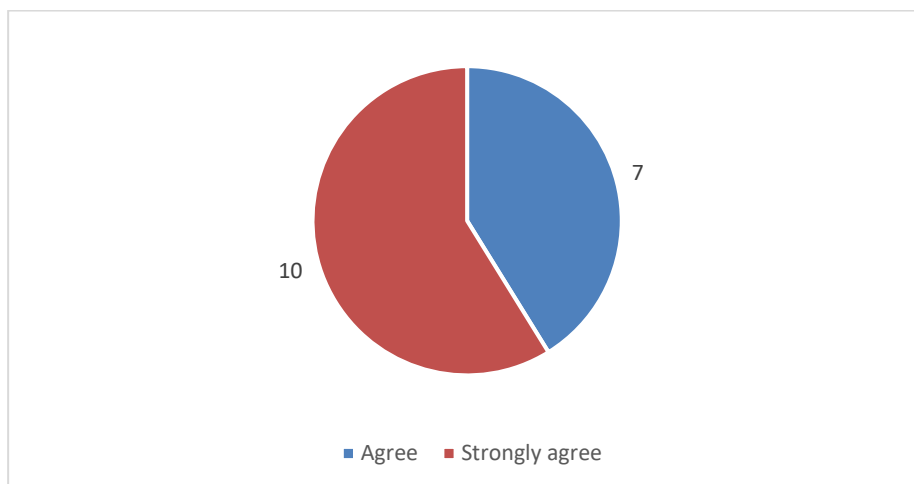
Responses

In total, 49 households took part in this phase of engagement with 18 people submitting feedback (there were 19 responses however one person responded both on paper and online). This breaks down into 3 responses via the online feedback form and 16 responses using paper copies of the form provided at the public drop-in event. In total, the respondents made 65 comments on the scheme.

Below is a breakdown of the responses we received per question.

Question 1: *To what extent do you agree or disagree with the overall proposals for the scheme, including the flood defence and the community and environmental opportunities?*

Of the 18 people who responded to this question, 10 said that they strongly agree with the overall proposals for the scheme, followed by 7 who agree. One person did not respond to this question. None of the respondents disagreed or strongly disagreed with the overall proposals.



The following sections provide a summary of the comments received via the online feedback form and during the two virtual event sessions.

Response Summary

Out of the 65 comments made throughout the questionnaire responses, 24 of those were positive comments, praising the work on the scheme so far and its execution.

Some constructive comments on the proposed flood defences covered the following themes:

- Wildlife
- Privacy
- Visual impact
- Drainage
- Summer Close

For the full details of the comments and our response please see pages 11-12.

The comments made with regards to the access routes covered the following themes:

- Disruption
- Wildlife
- Privacy
- Trees
- Signage

For the full details of the comments and our response please see pages 13-14.

The comments made with regards to the community and environmental enhancements covered the following themes:

- Wildlife
- Community involvement
- Planting
- Facilities
- Footpath
- Local Business
- Timeframe
- Aesthetic

For the full details of the comments and our response please see pages 15-16.

The general comments made covered the following themes:

- Security
- Impact from other schemes
- Timeframe
- Soil
- Amenities
- Fullerton Road
- Byfleet Manor

For the full details of the comments and our response please see pages 17-18.

Responses regarding the engagement

When asked whether the respondents have any comments or feedback on this round of engagement including what we could do differently or better in the future, 11 respondents commented.

Out of the 11 responses received, 7 responses were positive about the quality of engagement received, stating that it was well explained, clear and effective with helpful and knowledgeable staff.

Some suggestions were made on how we can improve in future such as:

- More publicity locally to attract more interest
- More use of local expertise. While the team broadly understood the concerns, residents feel they don't live locally enough to really understand impacts.
- Slightly adjusted zoom times to cater for those who work full time and have young children
- Advertise in the village more widely.

We will take these comments on board to help us improve our next engagement.

1. Question 2: Do you have any comments on the proposed flood defences?

Out of the 17 responses to this question 11 of them were positive comments about the proposals and what they had seen at the events. The concerns and questions raised are noted below.

Respondent name / unique ID	Response method	Date of response	Topic / theme	Summary of comments / questions	Our response	Change made?
ANON-97Q2-9XPH-V	Online	23/05/2022	Wildlife	Where there is compensatory lowering of fields and meadows, can it be assured that the ground profile back to the adjacent existing ground level be gently sloped to enable wildlife passage and not an abrupt elevation change.	For every 1m of drop we have 3m of horizontal distance (1:3 slope) where the ground will slope up to the adjacent existing ground level.	
ANON-97Q2-9XP1-5	Online	23/05/2022	Visual impact	As the bund will be to the rear of our property, I hope it won't be too intrusive	The earth embankment (bund) will be covered in grass and low growing wildflower seed mix to blend in with its surroundings and minimise visual impact.	

ANON-PAPER-10	Face to Face Event – Paper Questionnaire	25/05/2022	Drainage	Prefer the bank to the wall idea. Have concerns regarding how water will leave our garden in Fullerton Road	Our preferred option is to proceed with an earth embankment south of Fullerton Road, away from property boundaries. Therefore, water will be able to flow south from property gardens as it currently does.
ANON-PAPER-12	Face to Face Event – Paper Questionnaire	25/05/2022	Privacy	Suggest adding a hedge along the embankment to provide extra deterrence. Fullerton Road may allow a 4ft fence at the rear so would welcome more security to ward of ASB (anti-social behaviour)	We are happy to consider the addition of a hedge at the foot of the embankment to provide additional security. This will be considered as part of the detailed design when landscape proposals are developed and finalised.
ANON-PAPER-15	Face to Face Event – Paper Questionnaire	25/05/2022	Summer Close	On behalf of Summer Close, please could you confirm the height of the defence and have further conversations about the route behind the houses. Happy to introduce you to the management committee	The embankment height is typically around 1.2m, with a max height of 1.6m. We are happy to have discussions with the management committee to refine the route of the flood defences. We propose we undertake this at the start of the detailed design to minimise delays to the scheme.

2. Question 3: Do you have any comments on the proposed access routes?

Respondent name / unique ID	Response method	Date of response	Topic / theme	Summary of comments / questions	Our response	Change made?
ANON-97Q2-9XP1-5	Online	23/05/22	Disruption	We are very concerned that there is a proposal to make a circular 'walk' from Byfleet station which will bring many more walkers/cyclists/horse riders passed our home. It's difficult enough now the Wildlife Trust have given permission for horses to use the footpath which runs along the side of our garden and house.	<p>Woking Borough Council has aspirations to improve public access to Common Meadows which they own.</p> <p>The aim is for us to provide this improved access as part of this scheme without having an undue adverse impact on residents. In many places, the flood defence embankment provides screening of the houses from people using Common Meadows.</p> <p>We will present further details of the proposals during the next stage of the project and will seek your comments on these.</p> <p>We will amend our proposals where feasible to accommodate the feedback we receive.</p>	
ANON-97Q2-9XPH-V	Online	23/05/22	Wildlife	<p>Is it necessary to have so many walkways traversing Common Meadows?</p> <p>There seems to be a number of paths across the Meadow breaking it up into smaller areas thus potentially discouraging wildlife.</p>	<p>The current proposals seek to provide a balance between access through Common Meadows for the local community and improving habitats for wildlife.</p> <p>Providing access to people allows us to attract additional funding for the scheme, making the scheme more financially viable.</p>	

ANON-PAPER-1	Face to Face Event – Paper Questionnaire	25/05/2022	Privacy	The new footpath to connect Common Meadows and Manor Farm. Is this going to impose on our privacy in Fullerton Road? Hopefully it won't be foot path at the bottom of gardens. There is always the worry of anti-social behaviour. Happy now having walked round scheme to see footpath outside of embankment. We hope this is a definite decision of stakeholders it has been a major worry to us.	The proposed footpath will be on the wet side of the flood defences and not at the foot of residential gardens. There are no plans to change this.
ANON-PAPER-7	Face to Face Event – Paper Questionnaire	25/05/2022	Wildlife	Can we please plan community access carefully to avoid damage to microbiology + biodiversity.	The current proposals seek to provide a balance between access through Common Meadows for the local community and improving habitats for wildlife.
ANON-PAPER-8	Face to Face Event – Paper Questionnaire	25/05/2022	Access/ Trees	Remove kissing gates. Leave existing trees please	The decision on which gates will be retained has not been finalised and will be considered as part of detailed design. The current proposal aims to leave as many trees as possible. We have undertaken tree surveys to understand the relative quality of the different trees. Where trees need to be removed, the scheme is being designed to avoid the trees of highest quality. This has also been informed by bat surveys, which have identified certain trees that are used for bat roosting.
ANON-PAPER-11	Face to Face Event – Paper Questionnaire	25/05/2022	Disruption	Only hope there won't be too much disruption for residents living close by	The current proposals seek to provide a balance between access through Common Meadows for the local community without having undue impact on residents.

ANON-PAPER-14	Face to Face Event – Paper Questionnaire	25/05/2022	Signage	Provide signs & stiles	Appropriate signs and access points have not been finalised and will be considered as part of detailed design.	
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3. Question 4: Do you have any comments on the proposed community and environmental enhancements?

Respondent name / unique ID	Response method	Date of response	Topic / theme	Summary of comments / questions	Our response	Change made?
ANON-PAPER-3	Face to Face Event – Paper Questionnaire	25/05/2022	Wildlife	Keen that areas are kept for wildlife and fences to limit access to significant numbers of public	The current proposals seek to provide a balance between access through Common Meadows for the local community and improving habitats for wildlife.	
ANON-PAPER-4	Face to Face Event – Paper Questionnaire	25/05/2022	Community involvement	Great that Surrey Wildlife trust are involved maybe opportunities for the Byfleet, West Byfleet + Pyrford Residents Association to get involved with community + environmental opportunities	We already have community involvement through the Byfleet flood forum. However, we are keen to get as much involvement from the community in shaping the community and environmental opportunities.	
ANON-PAPER-6	Face to Face Event – Paper Questionnaire	25/05/2022	Planting	It would be nice to have addition like wildflower meadows.	As part of the proposals, we are looking to enhance the grassland areas.	

ANON-PAPER-7	Face to Face Event – Paper Questionnaire	25/05/2022	Facilities	In favour of community access but please avoid any leisure proposals except path for walkers. Care to avoid litter from dogs/change in soil composition. No picnic areas with tables and chairs. Keep nature as untouched as possible.	The current proposals seek to provide a balance between access through Common Meadows for the local community and improving habitats for wildlife.
ANON-PAPER-8	Face to Face Event – Paper Questionnaire	25/05/2022	Footpath	Footpath quality- No concrete please	It is proposed that the main path is paved with asphalt with a gravel surface finish with smaller paths paved with crushed stone
ANON-PAPER-10	Face to Face Event – Paper Questionnaire	25/05/2022	Local Business	As a small local business, would there be any options for local businesses to benefit from the scheme?	At this stage, we do not think there will be significant opportunities for local businesses to support the delivery of the scheme. However, assuming approval is given and funding is secured, we will proceed to the next stage of the project which is detailed design and planning permission. During the next stage, we will be confirming our procurement strategy and our construction partner, BAM Nuttall, will investigate opportunities for local businesses.
ANON-PAPER-13	Face to Face Event – Paper Questionnaire	25/05/2022	Timeframe	Need to be implemented as soon as possible	We are working to deliver the scheme as quickly as possible. We have set out our proposed timescales and are working with our partners to reach these dates. However, there is always a risk that the scheme is delayed.

ANON-PAPER-13	Face to Face Event – Paper Questionnaire	25/05/2022	Aesthetic	Just make sure it's not too "manicured". Must look wild.	<p>The earth embankment (bund) will be covered in grass and low growing wildflower seed mix to blend in with its surroundings and minimise visual impact.</p> <p>Other areas will retain a natural appearance similar to now.</p>	
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4. Question 4: Do you have any other comments, questions or feedback on our proposals at this stage?

Respondent name / unique ID	Response method	Date of response	Topic / theme	Summary of comments / questions	Our response	Change made?
ANON-97Q2-9XPH-V	Online feedback form		Security	To provide security to a similar level that currently exists to the houses of Fullerton Road backing onto the scheme, will a hedge be planted on the flood plain side at the toe of the embankment within Common Meadows similar to that indicated on View 4 "Flood defence embankment north of access from Fullerton".	We are happy to consider the addition of a hedge at the foot of the embankment to provide additional security. This will be considered as part of the detailed design when landscape proposals are developed and finalised.	
ANON-PAPER-2	Face to Face Event – Paper Questionnaire		Impact from other schemes	Need more communication on the impact to this scheme from the J9 Painshill Works due to start this autumn.	<p>We believe this refers to National Highways M25 Junction 10 improvements. If so, National Highways are one of the Sanway-Byfleet Flood Alleviation Scheme partners.</p> <p>We are working closely with them to ensure that both schemes can be delivered without adverse impacts on either scheme. The National Highways scheme is due to completed by summer 2025.</p> <p>Subject to stakeholder agreement, planning permission, funding approvals and construction risks our target dates for construction start is summer 2024 and for construction completion is winter 2025. There is therefore an overlap in the construction periods. We</p>	

					will ensure that we take account of this in our delivery planning.
ANON-PAPER-5	Face to Face Event – Paper Questionnaire		Timeframe	Let's hope completion in the Winter of 2025 is achieved	<p>We are working to deliver the scheme as quickly as possible. We have set out our proposed timescales and are working with our partners to reach these dates.</p> <p>However, there is always a risk that the scheme is delayed.</p>
ANON-PAPER-7	Face to Face Event – Paper Questionnaire		Soil	<p>Pleased to know you will source good match of top soli/soil for structure.</p> <p>Please ensure best practice thinking on biodiversity</p> <p>Please retain max old trees (thank you for changes to accommodate this)</p>	<p>The current proposal aims to leave as many trees as possible. We have undertaken tree surveys to understand the relative quality of the different trees. Where trees need to be removed, the scheme is being designed to avoid the trees of highest quality. This has also been informed by bat surveys, which have identified certain trees that are used for roosting.</p> <p>Existing topsoil will be retained and reused.</p>
ANON-PAPER-8	Face to Face Event – Paper Questionnaire		Amenities	No playground area please. Please don't remove/kill any more mature trees.	<p>There are no current proposals for a playground.</p> <p>The current proposal aims to leave as many trees as possible. We have undertaken tree surveys to understand the relative quality of the different trees. Where trees need to be removed, the scheme is being designed to avoid the trees of highest quality. This has also been informed by bat surveys, which have identified certain trees that are used for roosting.</p>

ANON-PAPER-10	Face to Face Event – Paper Questionnaire		Fullerton Road	If the bank is successful at keeping water out in heavy rain Fullerton gardens will still flood + suffer from rising ground water. In theory the Bank will stop water entering our property.	The earth embankment will stop the water from the River Wey entering the gardens.	
ANON-PAPER-13	Face to Face Event – Paper Questionnaire		Byfleet Manor	Have you liaised with the owner of Byfleet Manor or House regarding any effects the scheme may have on his property/land?	Yes, discussions have been held with all landowners directly affected by the scheme.	

Next steps

We're currently working on our outline design for the scheme, which includes evaluating our options using engineering, economic and environmental criteria so that we can select a single preferred option. This is known as the 'options appraisal' stage.

As part of this, we are considering the feedback we have received from you to help us amend our plans where appropriate.

As we now have funding in principle, we are able to progress with this flood alleviation scheme, to the next stage which is Detailed Design and Planning Application.

Surrey County Council and Woking Borough Council are proposing substantial contributions for both the flood alleviation and environmental enhancements for the scheme.

Before construction begins, we must make sure that all approvals, such as planning permission, are in place. Provided the scheme is fully approved and funded, the earliest construction could be completed is autumn 2024.

If you have any questions about the scheme, please don't hesitate to get in touch with us on the details below.

Telephone: 03708 506 506

Email: THM.schemes@environment-agency.gov.uk

Appendix A – Feedback form

Sanway-Byfleet Flood Alleviation Scheme – Feedback Form

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

<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly disagree

2. Do you have any comments on the proposed flood defence?

3. Do you have any comments on the proposed community and environmental opportunities?

4. Do you have any other comments, questions or feedback?

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 public engagement for the scheme and not for any other purpose.

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

<input type="checkbox"/>	Resident (homeowner)
<input type="checkbox"/>	Resident (tenant/other)
<input type="checkbox"/>	Work locally
<input type="checkbox"/>	Business owner
<input type="checkbox"/>	Landowner
<input type="checkbox"/>	Other (please state)

Name:

Age:

Primary language:

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 in the Sanway-Byfleet area.

Email or postal address:

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.

Privacy Notice

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 or postal address with anyone else without your explicit consent, unless required to by law.

Project address: PSO Surrey: Sanway, Environment Agency, Goldcrest House, Alice Holt Lodge, Farnham, Surrey. GU10 4LQ

The Environment Agency is the data controller for the personal data you provide. If you would like a copy of this privacy notice please contact THM.schemes@environment-agency.gov.uk.

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

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

Email: dataprotection@environment-agency.gov.uk

Appendix B – Notes from the virtual event session

Please note that the personal details of attendees, such as names and addresses, have been removed for the purposes of this report

Sanway-Byfleet Flood Alleviation Scheme - Community engagement event – 25 May 2022

DATE: Saturday 25 May 2022

TIME: 7pm – 8.30pm

Location: Zoom meeting

Meeting notes – also see presentation slides

1. Welcome and introduction – JG

- JG welcomed people to the event and introduced the Environment Agency and Jacobs people present.
- JG explained that the purpose of the event was to present further details and information about the flood defences proposed for the Sanway area of Byfleet.
- These details had been developed in response to feedback received the previous engagement events held on Zoom and at face-to-face drop-in events in February 2019 and in March 2021.

2. Presentation – RS

- RS presented the slides and said he was happy to take questions as he presented.

3. Notes of discussions, comments and feedback

- These notes are a summary written by the Environment Agency only and have not been endorsed by the residents that attended the event.
- Resident asked whether the bridleway south of Sanway will have ramps to cater for riders and cyclists.
- We answered – the ramp is shallow therefore it should be ok. However, we will have to see whether it can be a bridleway.
- Resident asked who is and will be responsible for the maintenance of the grass
- The answer given – This is still yet to be finalised but it is currently Woking Borough Council.
- Resident asked what is happening to the land between the embankment and Fullerton Road gardens.
- The answer given – the plan is to ask the residents what they want in that area.
- Resident asked whether they would have an opportunity to buy unclaimed land at end of Fullerton Road gardens as they fear they will not be maintained otherwise.
- The answer given – this has not yet been considered.
- Resident asked whether the new housing development at West Hall is going to cause more excess water to Common Meadows as the water is drained from Broad Ditch.

- Answer given – They would have to account for this in their planning permission. The development would not be allowed to go ahead if it was going to increase risk.

4. Next steps JG

- JG said we will be publishing a report from the latest engagement.
- If all goes according to plan with planning permission granted and full funding made available, then construction could commence in early 2024 with completion in 2025.