

Updated in October 2020.

Tenbury Wells Flood Risk Management Scheme (FRMS) - Frequently Asked Questions (FAQs)

Why are you doing the scheme?

Tenbury Wells in Worcestershire is situated on the banks of the River Teme. A tributary, the Kyre Brook, also joins the River Teme in the town. Both the River Teme and the Kyre Brook have a long history of flooding.

After the flooding in February 2020, the Government positively committed an additional £4.9 million of public money to allow a flood risk management scheme (FRMS) for Tenbury Wells to be progressed.

What are the timescales for this scheme?

We are only at the start of this process and many things still need to be considered for this scheme.

- The launch of our online information page in September 2020 will mark the start of our public consultation on the scheme.
- Ground investigation and site survey work will take place from November 2020.
- If possible, our aim is to start construction by early 2022.

Will my house be protected against flooding?

At this stage in the design process, we predict that the scheme, when complete, will reduce flood risk to approximately 120 residential and 145 commercial properties.

The FRMS will be designed to provide a 1 in 100 year Standard of Protection (SoP) (equivalent to a 1% chance of flooding at any given year), with an additional allowance for climate change.

Is the design finalised? Some areas don't appear to be protected.

The proposed scheme consists of embankments and flood walls through the town. It will include some improvement to existing structures and flood gates are also being considered in specific locations. The precise location and height of the bunds and walls is subject to detailed design and consultation with key stakeholders and the community. We are reviewing some specific areas of the scheme, in particular, for example at St. Marys Church, with a view to incorporate additional properties or assets if possible.

customer service line **03708 506 506**

floodline **03459 88 11 88**

incident hotline **0800 80 70 60**

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Does the scheme consider climate change?

We always consider climate change when designing and implementing a scheme. We follow Environment Agency guidance and add allowances for climate change.

Does the scheme consider surface water issues and other types of flooding?

The scheme aims to reduce fluvial (river) flooding from the River Teme and the Kyre Brook. We are aware that some basements have flooded in the town when river levels have increased and will consider this as the scheme progresses.

We will continue to work with our partners, including Worcestershire County Council, to consider surface water flood risk and what measures to reduce this may form part of the scheme.

Will there be other improvements in the town as part of the scheme?

As part of the scheme, we will be looking to upgrade some existing walls and walkways where we can. We will be working with the local community and stakeholders through our consultation process to identify any other opportunities for improvements and added benefits.

I live in an area where I am not protected by the defences. Will my flood risk increase?

Tenbury's scheme will be designed so as not to increase flood risk elsewhere. This will be scrutinised in a flood risk assessment as part of the planning consent required from Malvern Hills District Council.

Will we be consulted prior to construction?

Consultation will start in September 2020. There will be ongoing consultation with key stakeholders and the local community until the start of construction in early 2022. Due to Coronavirus restrictions we will be considering the best way to safely consult with the community during the consultation period and will keep you updated.

Will we be kept informed about the scheme?

We will keep people informed and engaged throughout the length of the scheme. We will do this through regular newsletters and our online information page, which can be accessed at the following link <https://consult.environment-agency.gov.uk/west-midlands/tenbury-wells-flood-risk-management-scheme>

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If you would like to receive our newsletter, please email your contact details to Tenbury.FRMS@environment-agency.gov.uk, or call our National Customer Contact Centre on 03708 506 506 during office hours and we will add you to our mailing list.

PLEASE NOTE- By providing us with your contact details you consent to the Environment Agency using the details provided to contact you with updates about the Tenbury Wells Flood Risk Management Scheme. We will keep your contact details until the project is closed or until you withdraw your consent, whichever is sooner. You can withdraw your consent to receive these updates at any time by emailing us at Tenbury.FRMS@environment-agency.gov.uk or calling 03708 506 506. We will not share your details with any other third party without your explicit consent, unless we are required to by law.

The Environment Agency is the data controller for the personal data you provide. For further information on how we deal with your personal data please see our Personal Information Charter on GOV.UK (search 'Environment Agency personal information charter') or contact our Data Protection team. Address: Data Protection team, Environment Agency, Horizon House, Deanery Road, Bristol, BS1 5AH. Email: dataprotection@environment-agency.gov.uk

Will there be disruption to me during the construction works?

As we have not finalised the design for the scheme, we cannot provide any information about disruption to individuals. However, any scheme is likely to provide some level of disruption, such as noise, road closures and construction traffic. We will consult with the community whilst developing the scheme to ensure people are made aware of any disruptions in advance and are able to talk to us about their concerns. We always work with contractors who are 'considerate neighbours'.

How are you going to access the construction area?

We will minimise the disruption to local residents and always consider health and safety when looking at access routes, such as putting adequate traffic management systems in place. As part of our design process, we will look at access arrangements to all areas of the scheme and make sure that all individuals who are directly affected are consulted.

When working on sections of the scheme, will there be foot path closures and will there be alternative routes available?

Unfortunately footpath closures will have to take place during the works. This is mainly for health and safety purposes. We will be looking at all the affected footpaths and determining where alternative routes and diversions will be required.

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Can I approach your staff directly on site to discuss the proposed scheme?

During this period of social distancing due to Coronavirus (COVID-19), to help keep everyone safe we ask that you:

- Avoid/minimise your contact with our site staff and contractors as much as possible. Please follow the 2 metre distancing guidance.
- If you have concerns or queries relating to the scheme, please do not approach our staff and contractors on site. We ask instead that you contact us via email on Tenbury.FRMS@environment-agency.gov.uk or by telephone during office hours on 03708 506 506.