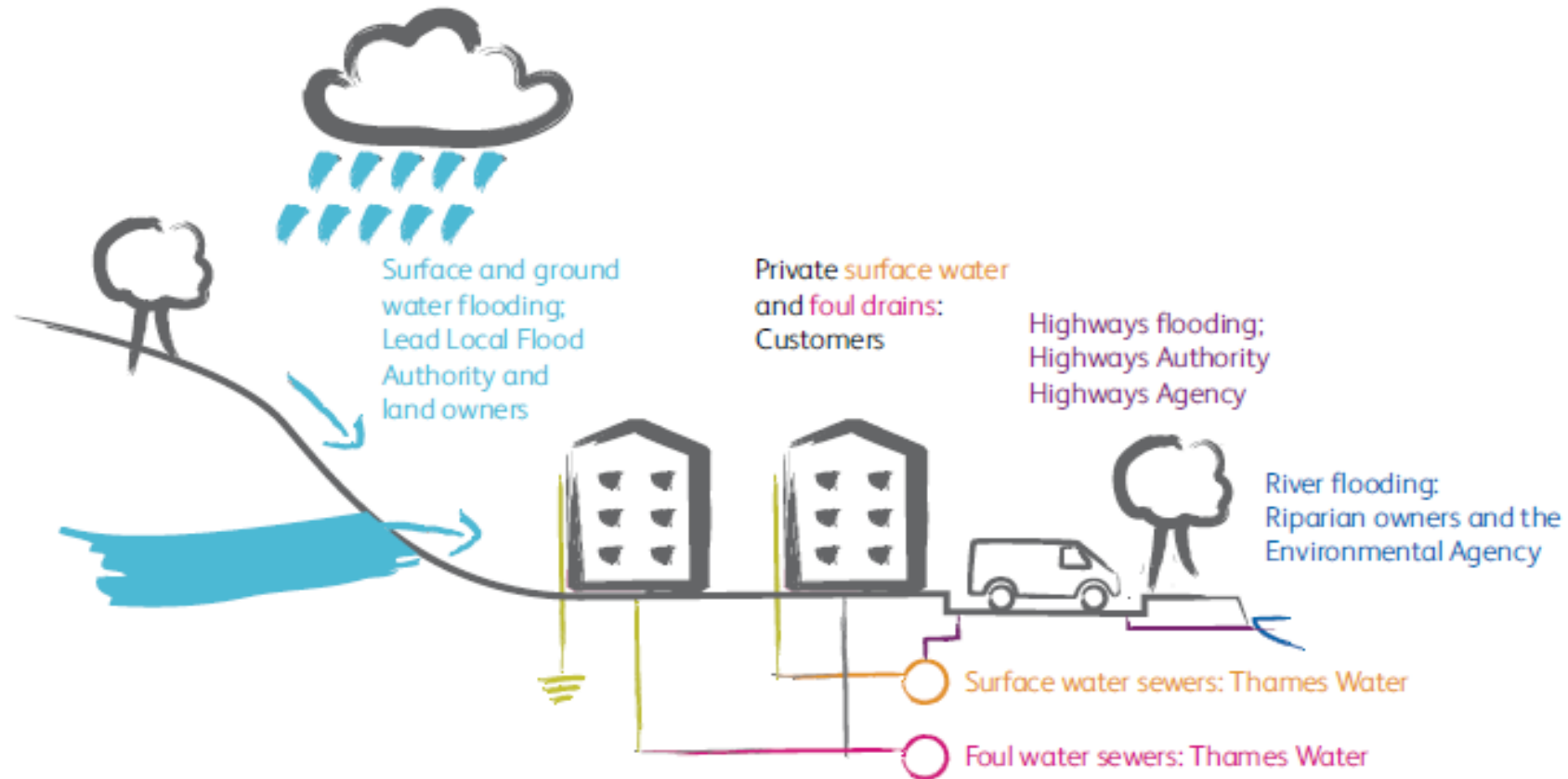




Raynes Park Forum

16th September

Responsibilities for Drainage



Managing flood risk: roles and responsibilities

- **Merton Council:**

- Lead Local Flood Authority (LLFA), dealing with flood risk investigations and flood alleviation schemes
- Statutory consultee on Major Planning Applications
- Highways Authority (such as dealing with blocked gullies) or surface water ponding on the highway

Thames Water:

- Responsible for flow that escapes from the sewers - both foul and surface water sewers.
- Maintaining and managing sewerage systems to reduce the risk of flooding and pollutions
- Providing information to other stakeholders on how sewerage company assets impact on local flood risk
- Ensure new development does not cause flooding or pollution by investing in the sewer network

Raynes Park

July 12th

- Due to the very localised nature of the rain, some areas saw a intense downpour. This storm event occurred across many London boroughs and flooding was widespread.
- Some areas saw over 1 months' worth of rainfall fell in under 2 hours of the event. In Merton, the western wards of Raynes Park, Lower Morden and West Barnes were worst affected.

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July 25th & 29th

- Lower intensity storms were recorded.
- No severe flooding reported at Raynes Park to Thames Water.

August 7th

- Lower intensity storm was recorded.
- No flooding reported flooding at Raynes Park to Thames Water.



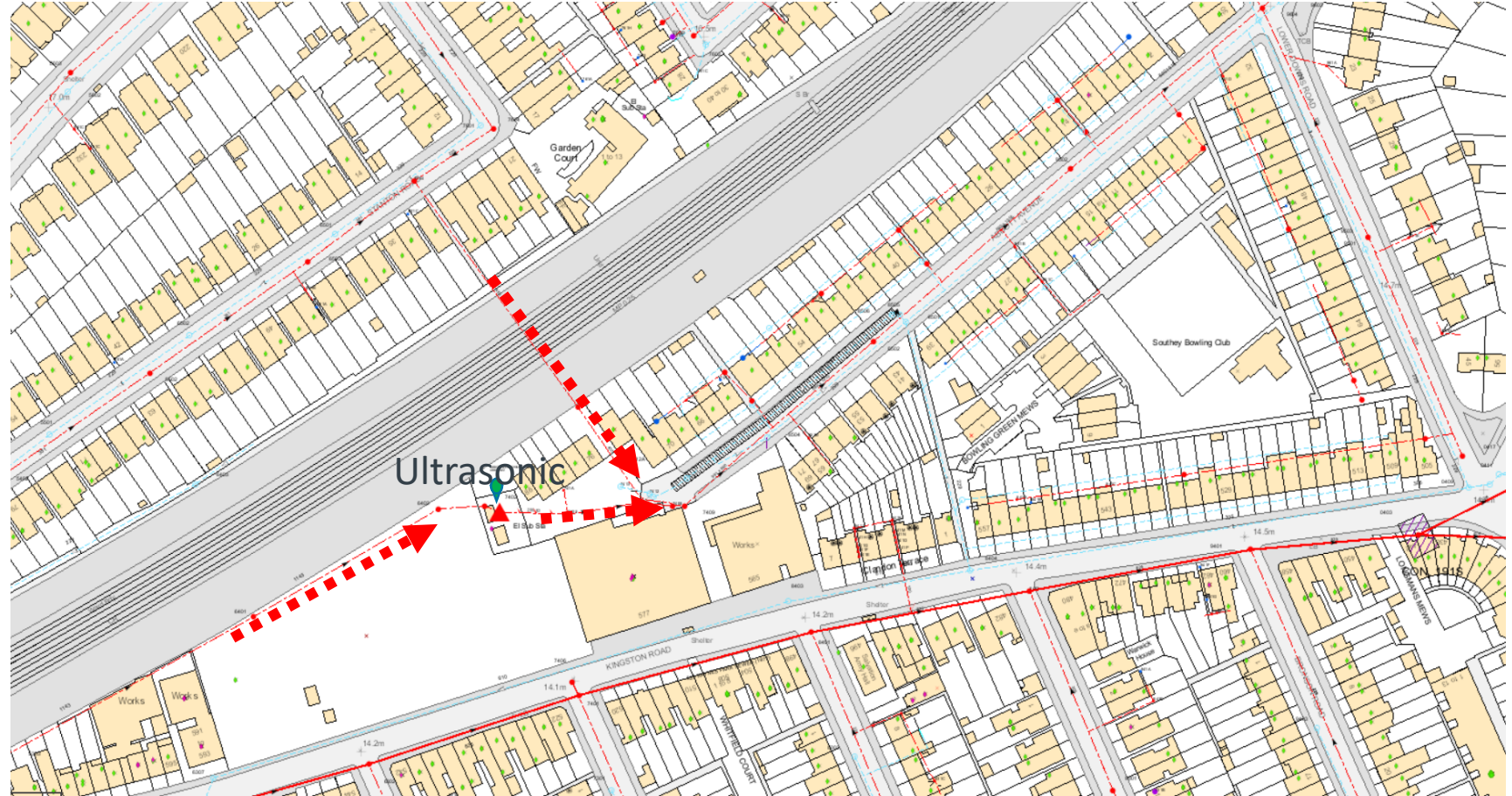
Collaborative working

- Installation of 4G Gully Sensors in Raynes Park town
- CCTV surveys of over 3km of drainage assets including highway drainage and sewers.
- High pressure jet cleaning of drainage connections
- Increased gully cleaning attendance
- Removed tree root ingress
- Reconstructed sewers where defective
- Upgraded TW Pumps

Investigations

Abbot Avenue – Thames Water Pump Station

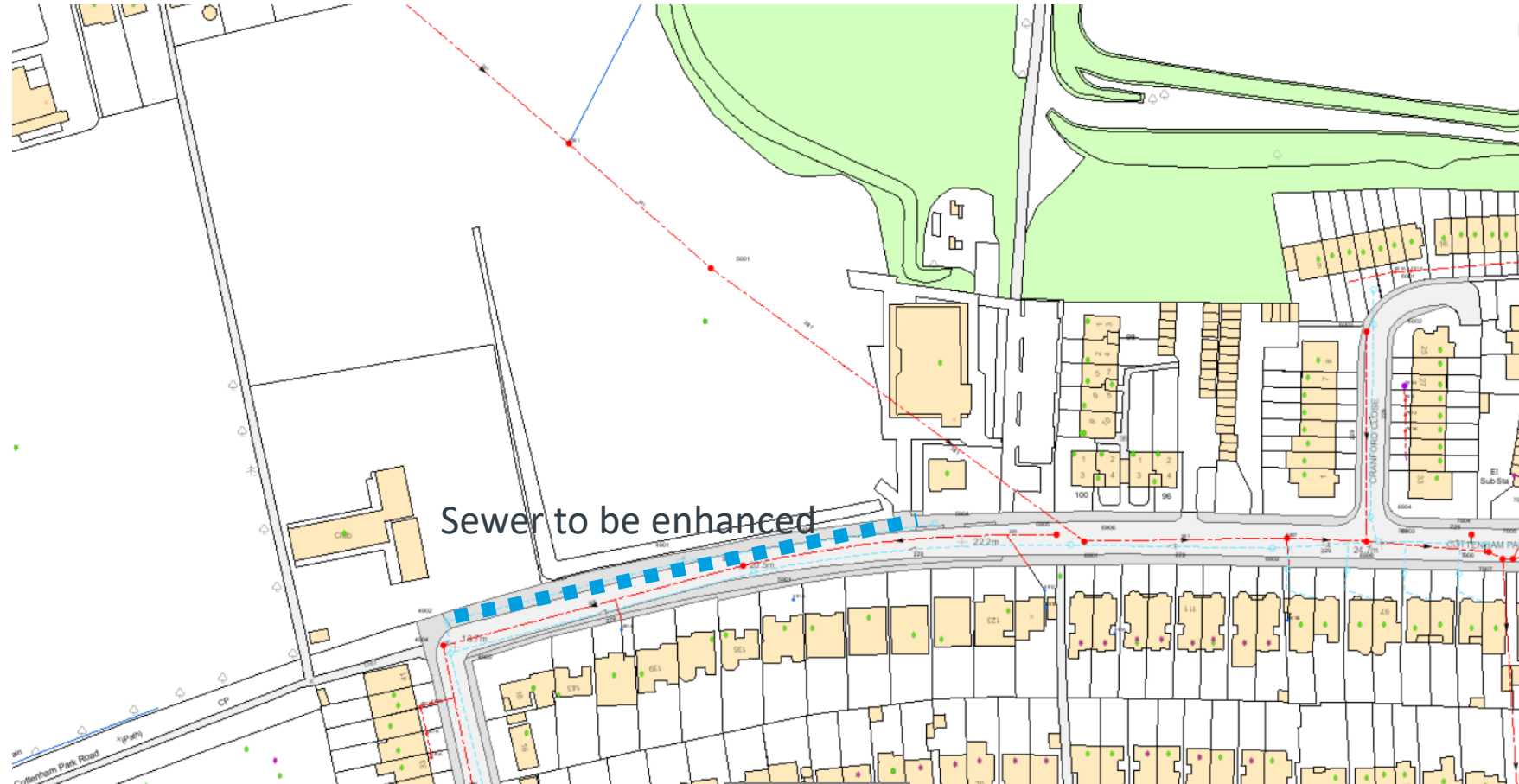
- Prior to the July storms we have:
 - assessed and found faults in the sewer and PS
 - modelled the impacts of storms
- Post July we have continued to
 - investigating what additional resilience measures can be delivered.
 - New development and SUDs, greenfield runoff rates



Investigations

Cottenham Park Rd

- Prior to the July storms we had:
 - planned activities to assess faults in sewers
- Post July we have:
 - identified a SW sewer that had collapsed near the redevelopment of Berkley Homes.
 - delivering additional resilience by installing a larger sewer.
 - survey other sewers to identify their condition.




Sewer Flooding Questionnaire

Following the July flooding and feedback we have:

- moved to a digital format for SFQ
- increased immediately the number of call centre staff

Page 15 in the process of installing a new telephony system which will mean call handlers can log a call much easier. This will significantly reduce waiting time

Strategic investment is linked to the number or properties at risk and frequency of flooding.



Flooding questionnaire

Your information will help us work with local authorities and flooding groups to understand where and when changes to flood defenses may be required.

...

* Required

1. Has the flooding cleared? *

☒ Yes

☐ No

Next

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Never give out your password. [Report abuse](#)

Who can help?

Flooding can be a complex issue and we sometimes won't be the best people to help. Here's who to contact if you're affected by the following issues:

- To report flooding from one of our sewers, please call Thames Water on 0800 316 9800.

[Flooding | Emergencies | Help | Thames Water](#)

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- To report flooding from roads, gullies or ditches, please report it to Merton Council.
<https://www.merton.gov.uk/streets-parking-transport/street-cleaning/drain-and-sewer-problems>

(if in doubt please contact us both).

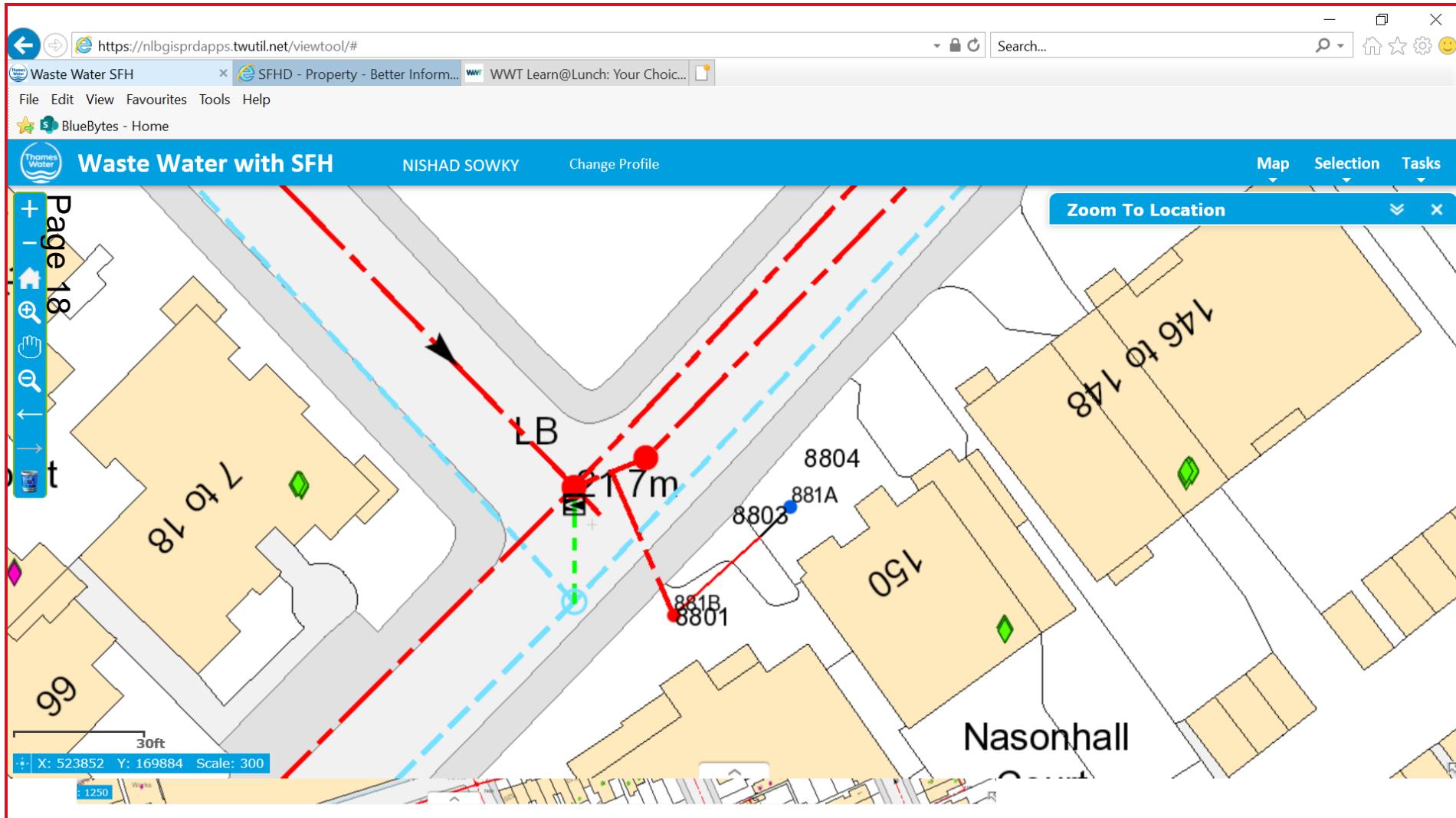
- If a river has burst its banks and it's affecting or worrying you, contact the Environment Agency on 0800 807 060.



Questions

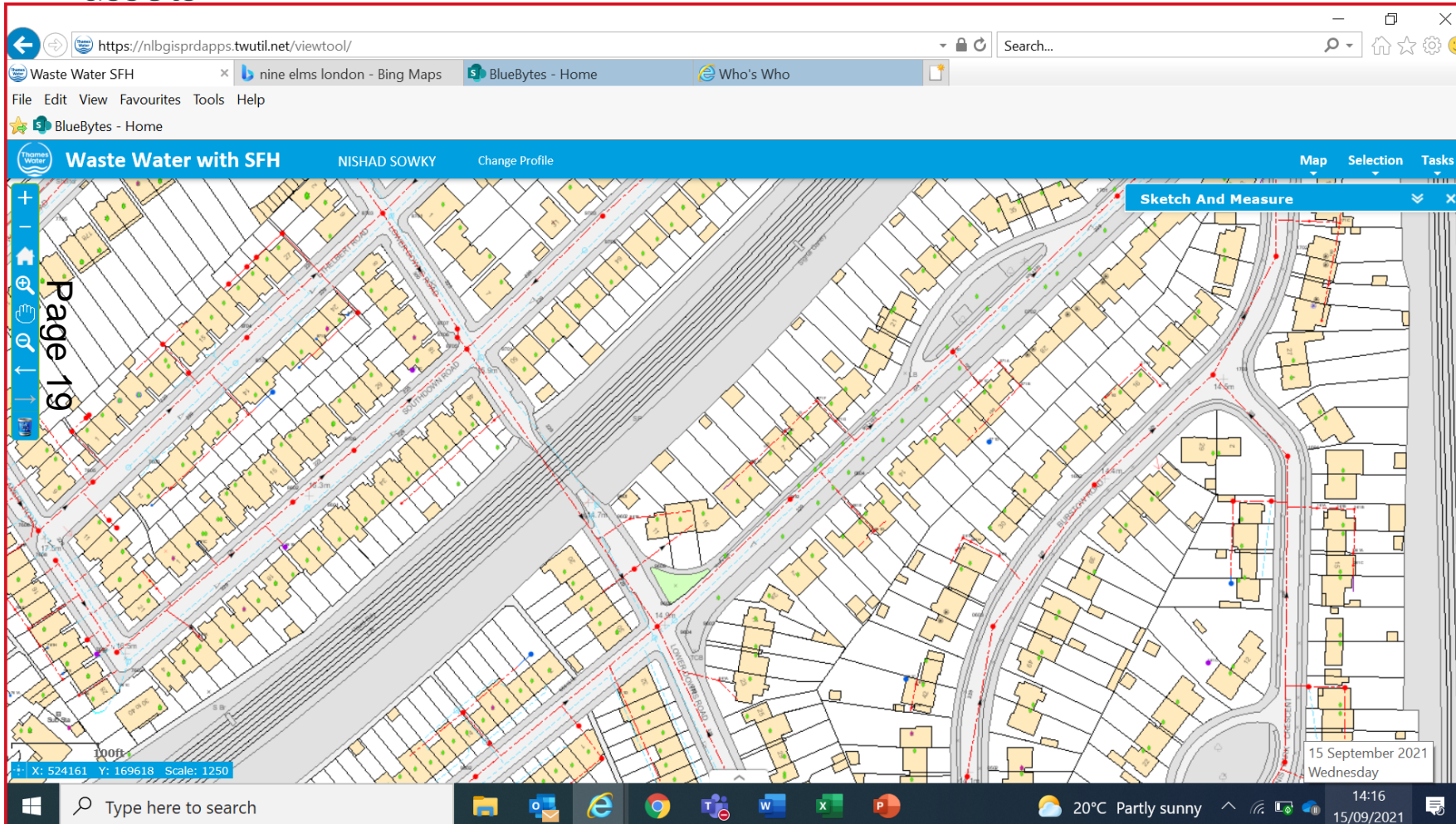
Worple Road

Investigate properties that are at risk



Lower Downs Road

CCTV under the railway confirm condition of assets



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