

Submission from Mr David Drever, Resident of Firview Close, Marlow

To me the key issue still lies with how different organisations come together in the event of flooding. We can only inspire confidence in a community by giving people the knowledge that the EA, WDC, MTC and the emergency services work cohesively together in the event of a major event. Proactive communication is everything and there is still lots to do.....

Thanks,

David

1. **How did flooding in 2013-14 impact on you and your property/ your street/ your village?**

The flooding impacted our street and indeed flooded the 3 properties opposite our house (Firview Close)

2. **In the event of flooding, did you know who to approach for help?**

I'm not sure that they did, however given we didn't but NEARLY did, it didn't get to that for us

3. **Which local authorities or partner agencies did you approach for help and were you satisfied with the response?**

I frequently spoke to Annie Jones at MTC during the period of flooding. Annie herself was very helpful but had to forward requests for pumps (to pump water from the culvert behind Firview Close) onwards which wasted valuable time and could have prevented the properties across the road from flooding. If we as residents were trusted, they could have released pumps earlier and prevented our localised flooding.

4. **In your opinion, what could have been managed better/improved at the time of the flooding?**

We could have had an escalation process that residents and MTC were aware of. If this was in place and the authorities trusted our judgement, we could have prevented flooding and lots of local misery.

5. **What help and support have you received subsequent to the flooding? Do you feel more confident/better prepared should another flood event occur in the future?**

The community flood plan is a start, however the alignment of the Environment Agency, WDC, MTC & residents is far from sorted. Personally if it happens again, even as a flood warden I am not confident that I could get the same pumps allocated earlier to prevent flooding in our road. Locals still have no real idea what's happening for example with the wider 'flood alleviation scheme'. Communication is absolutely key and you could massively increase levels of confidence by proactively holding meetings to inform residents of progress. Why not hold an event 'pre-winter' to build confidence and give information???