

Scrutiny Committee

Updates

Date: Thursday, 13th March, 2025
Time: 10.30 am
Venue: The Capesthorpe Room - Town Hall, Macclesfield SK10 1EA

The information on the following pages was received following publication of the committee agenda.

1. **Update on Flood Risk Management** (Pages 3 - 42)

Presentations from Lead Local Flood Authority, Environment Agency and United Utilities.

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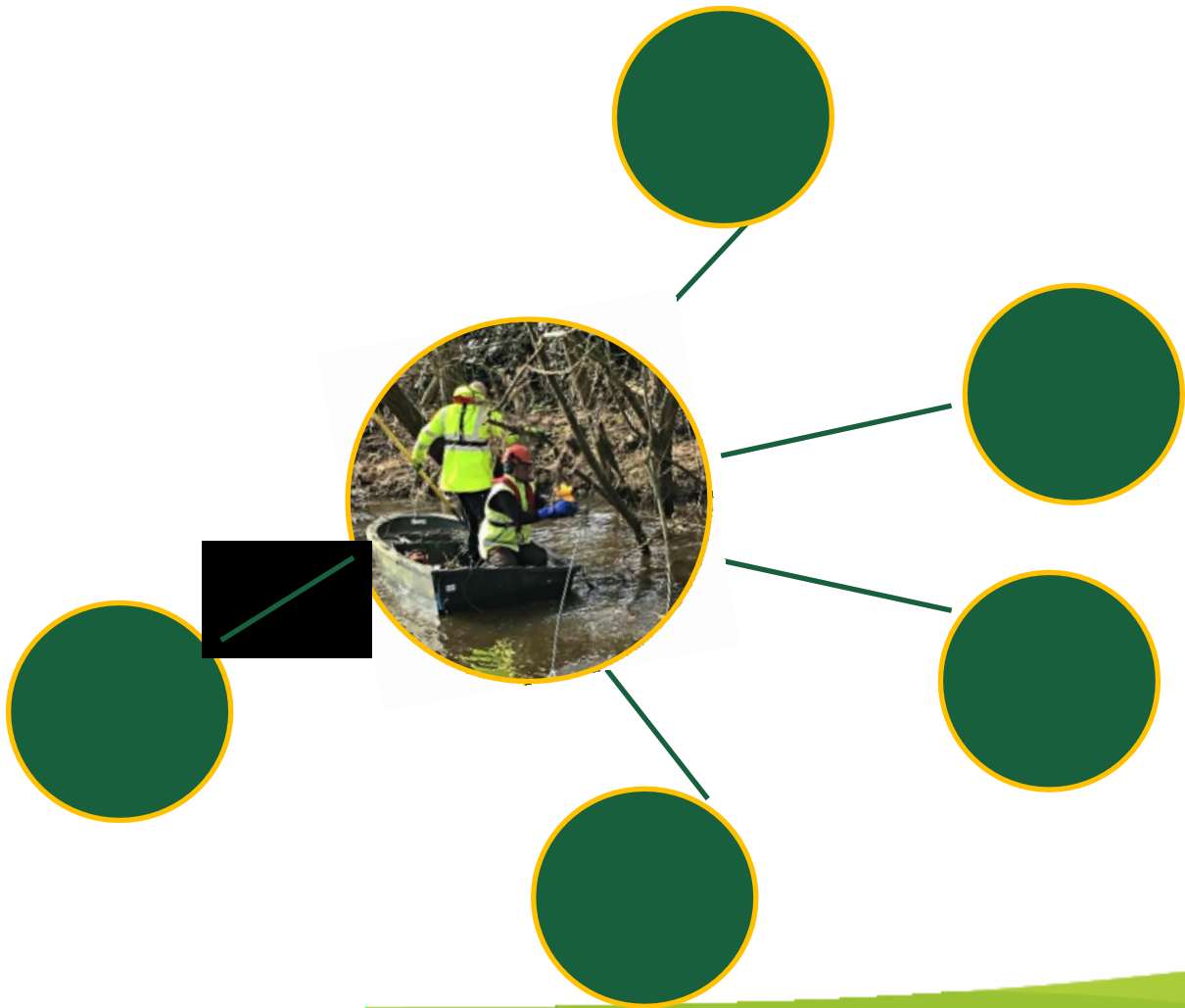
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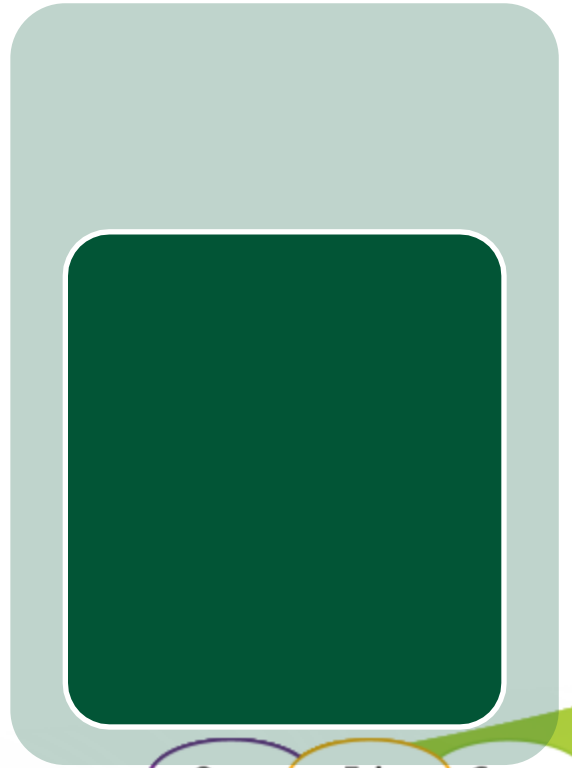
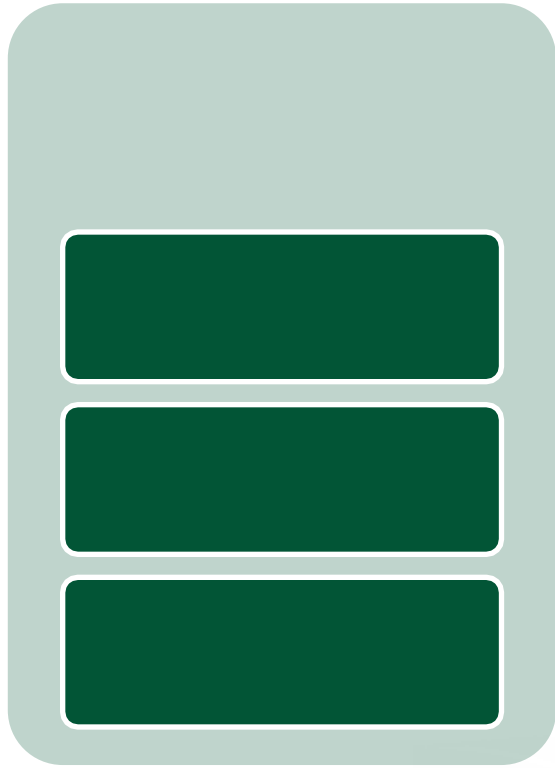
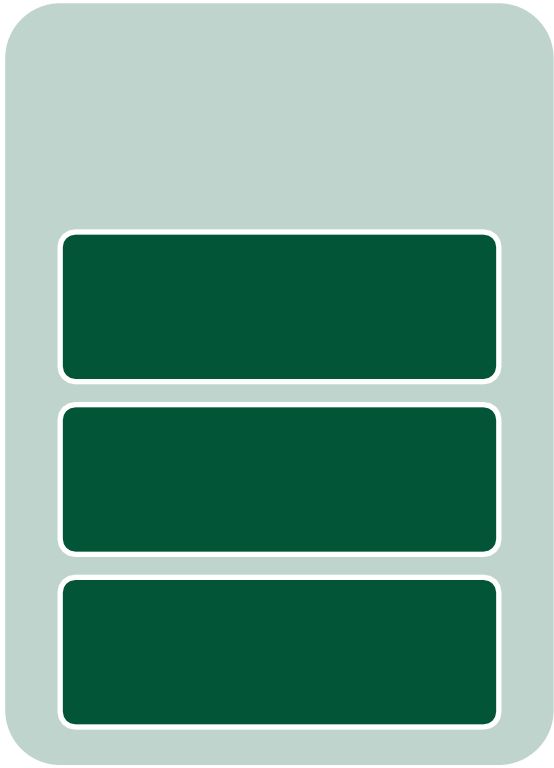


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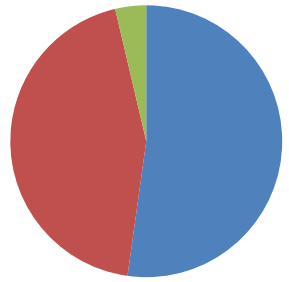
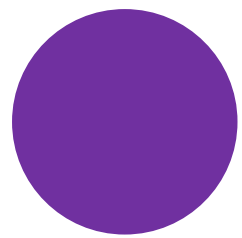
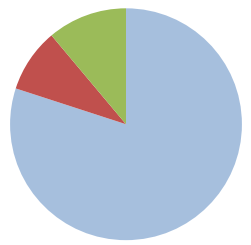
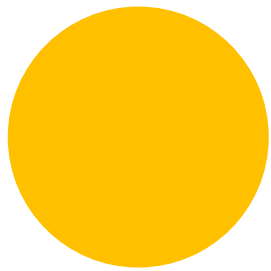
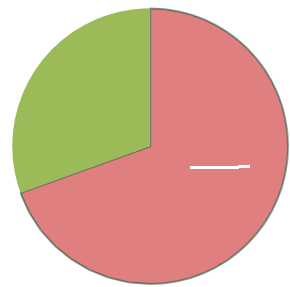


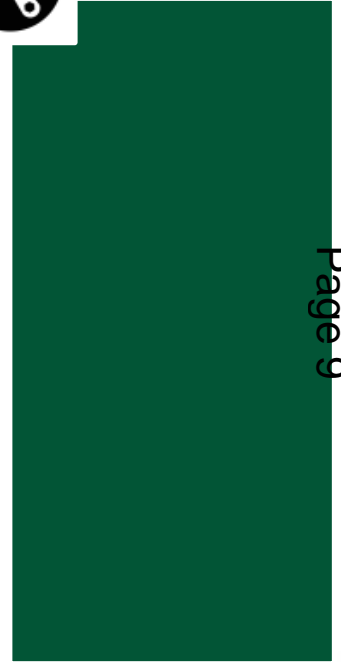
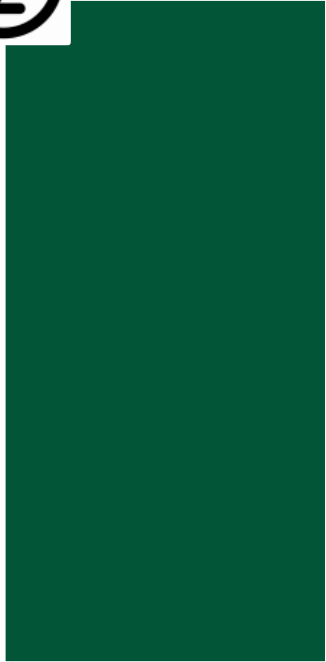


Open Fair Green



Open Fair Green









Open Fair Green



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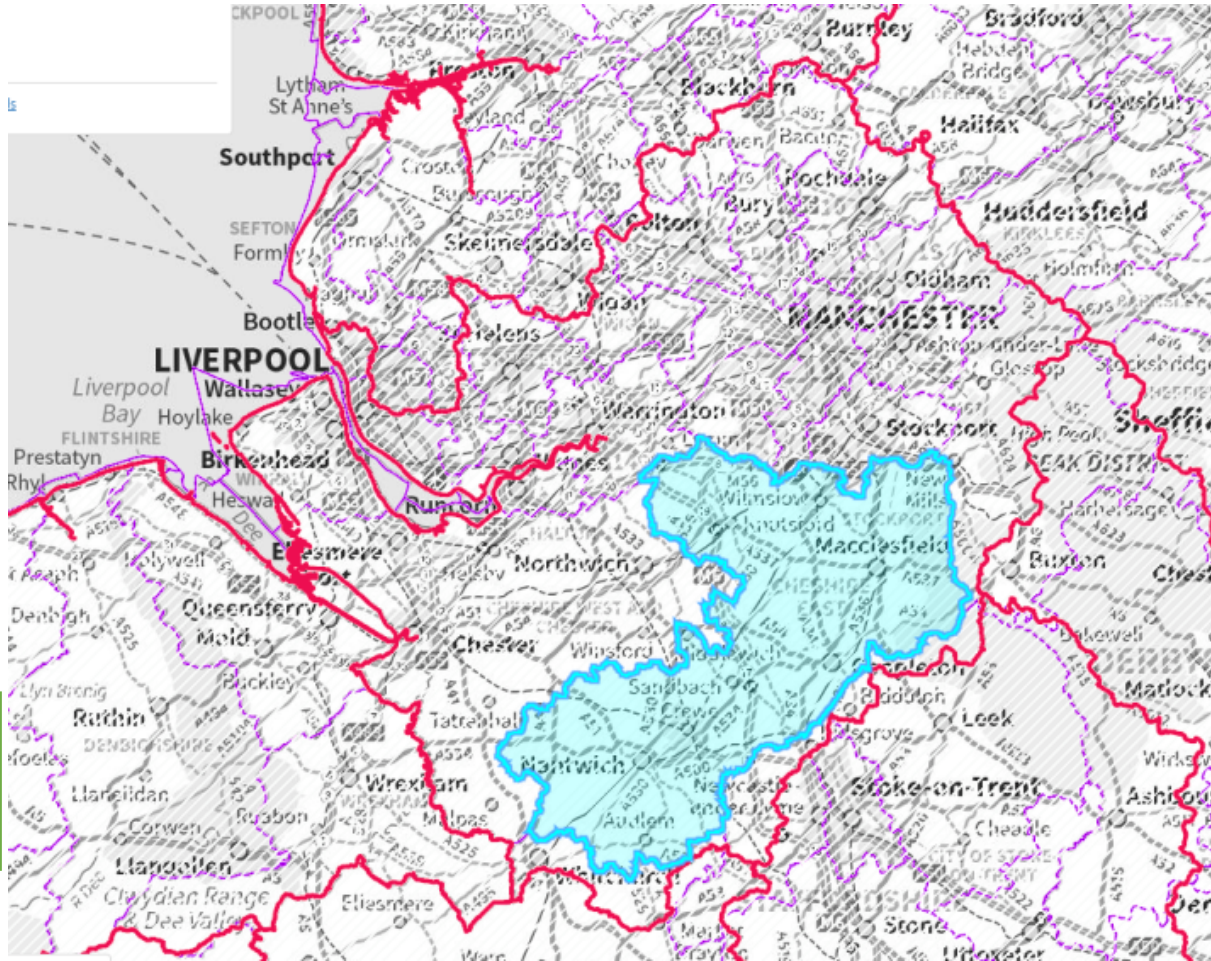
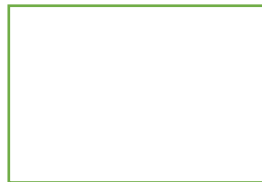
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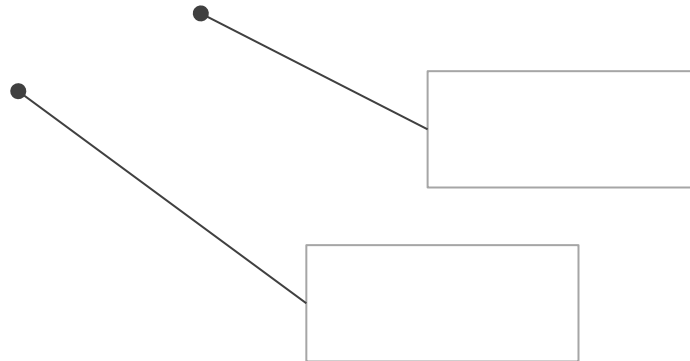
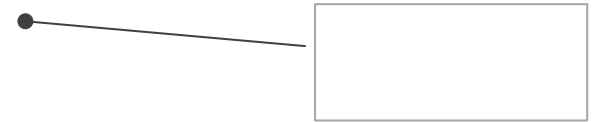
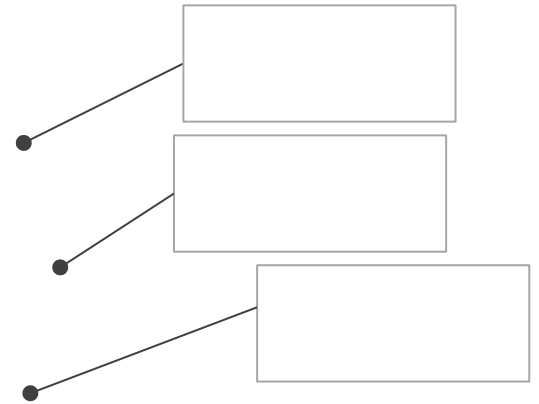
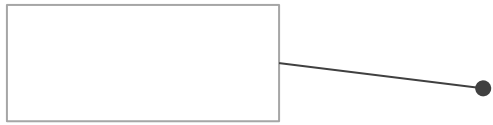
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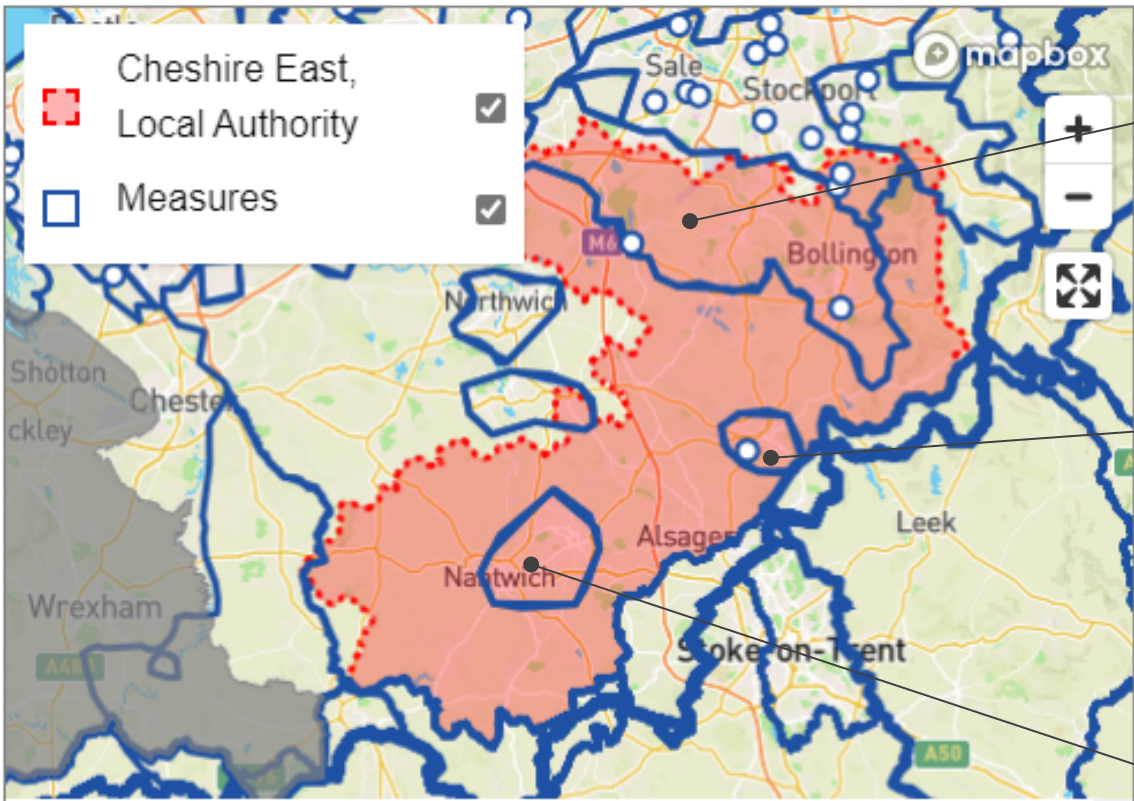
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Click on a feature below to view further details.

Close

[Work together at places and communities that will be exposed to significantly increased flood risk as a result of climate change in the North West of England](#)

Cheshire East Lead Local Flood Authority

Lindow Community Primary School Flood Alleviation

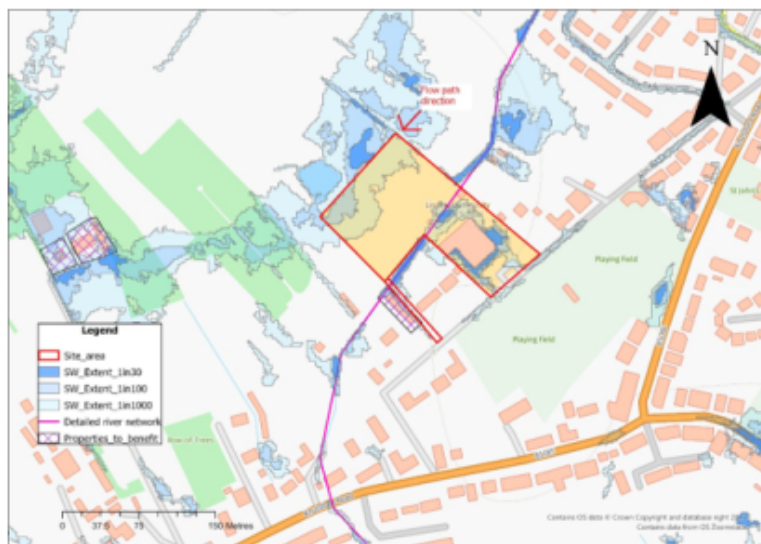


Figure 1 Scheme location, existing flood risk and benefit area

Recommendation

It is recommended that the approval for expenditure of **£89.5k** (including £72.5k GiA and £17k Local Levy) is given to implement Natural Flood Management and Sustainable Drainage features to reduce flood risk to Lindow Community Primary School and surrounding residential properties in Wilmslow. This project provides around £970k of benefits over a 50 year appraisal period and provides a 50 year

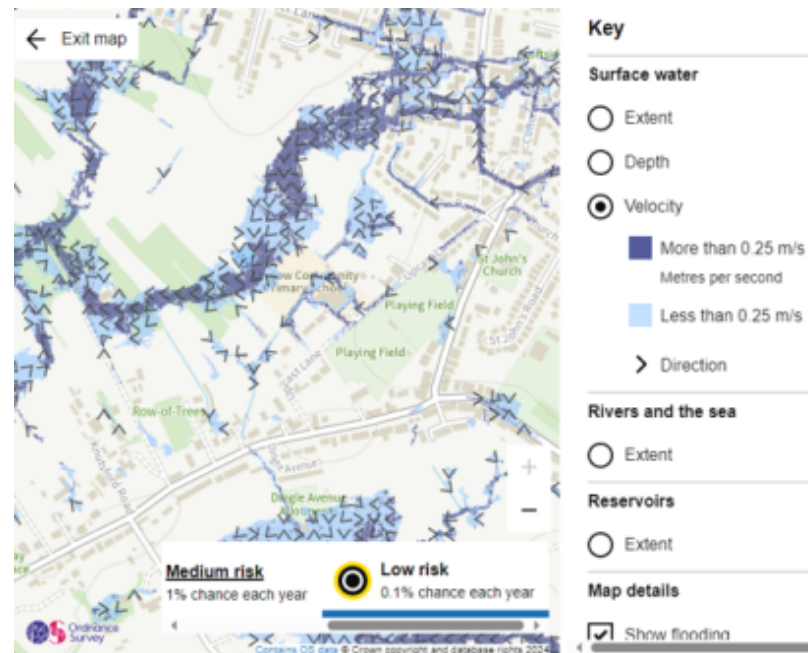
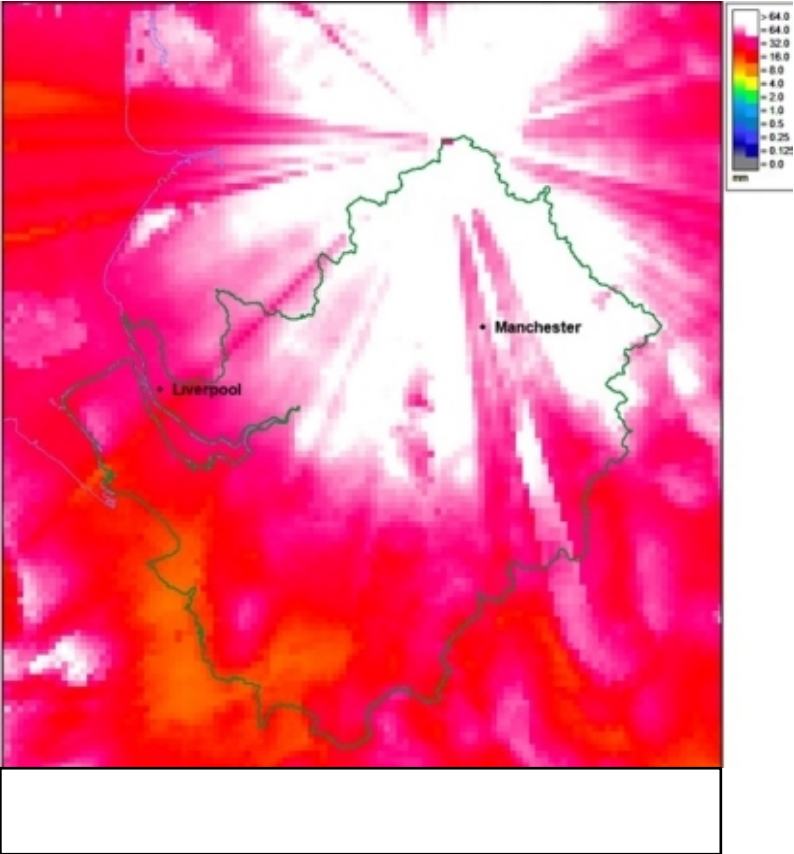


Figure 2 Overland flow route direction and speed (EA Long Term Flood Risk Map)





Environment Agency Flood Alerts/Warnings

Floodline 0345 9881188

Severity
level



 FLOOD ALERT	<p>What it means: flooding could occur to low-lying land and roads. Flooding is not expected to affect homes and businesses at this stage.</p> <p>Don't panic but keep an eye on the situation—stay alert and check weather forecasts.</p> <p>Flood alerts can occur quite often and do not necessarily lead to flooding of homes and businesses so please do not be alarmed.</p>
 FLOOD WARNING	<p>What it means: Flooding is expected. Immediate action required. We mainly target Flood Warnings at specific communities that are at risk from flooding. Some Flood Warnings may apply to stretches of coast and river. It will indicate that flooding is expected and that people should take more direct impact actions e.g. move belongings upstairs.</p>
 SEVERE FLOOD WARNING	<p>What it means: Severe Flooding. Danger to life. All customers who receive a Flood Warning will receive a Severe Flood Warning if conditions are met. It will be used in extreme circumstances to tell people that flooding is posing significant risk to life or significant disruption to communities which could also cause risk to life. Depending on the circumstances it would indicate that people should evacuate the area or take shelter within safe buildings.</p>
<p>Warning No Longer In Force</p>	<p>We issue a message to tell people that the flood threat has passed and includes useful advice on what to do next.</p>



The channel downstream has trees growing in it. This is further impacting the conveyance of the brook and these need removing. The section requiring maintenance is the section marked in yellow above.



Cows to Coast NFM

Cows to Coast aims to work with landowners in rural Cheshire to restore natural processes which will reduce flood risk and help increase climate resilience.

The project seeks to deliver NFM interventions on the ground. These can include leaky woody barriers, tree-planting, hedge rows planting, areas for temporarily storing flood peaks, soil aeration, and ponds.

As well as flood risk and climate resilience benefits, NFM schemes can also deliver BNG, habitat creation, community well-being benefits, and improve water resources.

This project seeks to develop a programme of work alongside partners to use private finance to uplift existing funding streams and provide capital funding to deliver more NFM schemes across Cheshire.

© David Brown, Environment Agency

Bunds empty



Bunds full



Project Location: Cheshire

Lead Organisation: Mersey Forest

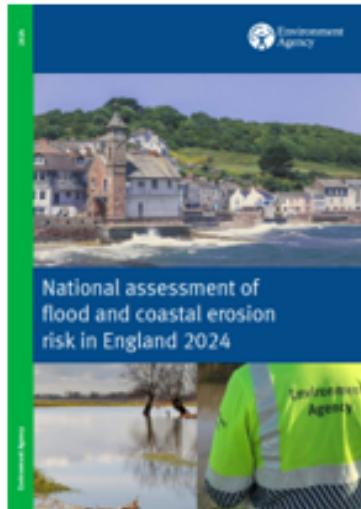
Main Partners: Environment Agency, Community Forest Trust, CabA (Weaver Catchment Partnership)

Estimated Cost
£2 M

Estimated Funding Gap
£1.5 M

Estimated Time Scale
5 - 10 years

How are we making the new information available



We published a report explaining how flood and coastal erosion risk is changing across England and why

17 December 2024



We will publish the data on GOV.UK and update our digital services - 'Check Your Long-Term Flood Risk'

28 January 2025



We will publish updated Flood Zones and add new data to 'Flood Map for Planning'

Spring 2025

United Utilities

March 2025

Introductions

Craig Connor

County System Performance Manager

Emma Birch

Area Engagement Lead, Cheshire

Building a plan for the North West

7.3 million people and **200,000 businesses**

Industrial heritage and Victorian infrastructure

Rainy, hilly region so water stored mainly in **reservoirs**

12% of households affected by water poverty

29 designated bathing waters

34% of land in the region has environmental protection

Annual water runoff **28% more** than rest of country

54% of sewer system is combined, with **2,200 storm overflows**

Challenges facing our region

A growing population

1 million more people over the next 25 years

Climate change

More severe rainfall events

Diverse communities

Differing levels of prosperity across the region's communities

Growing expectations

Environmental requirements driving unprecedented levels of investment over next 30 years



A plan that makes Cheshire stronger, greener and healthier.

We're investing to address the areas customers have said matter most.



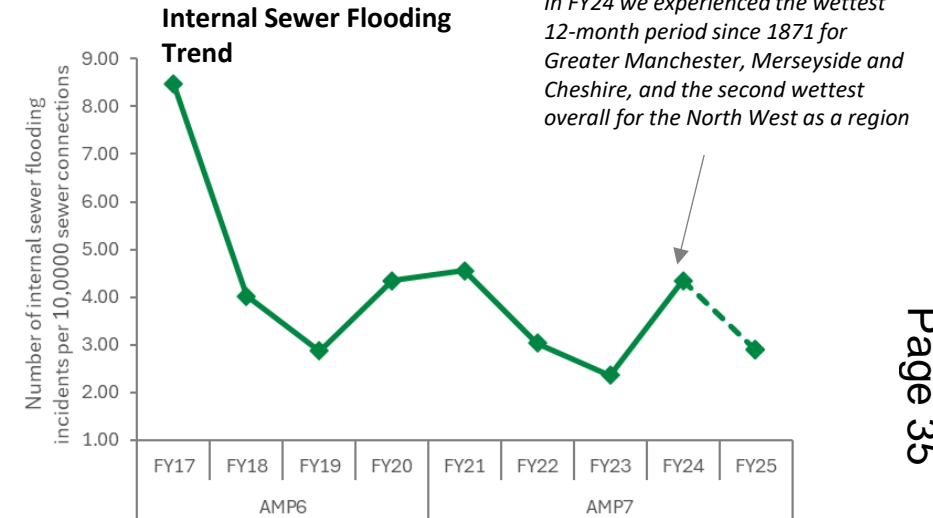
Water for the North West

Blockage & Internal Sewer Flooding: Performance

Internal Sewer Flooding is a particular challenge for UU as the North West receives 40% more urban rainfall than the industry average and has the highest percentage of combined sewers in the industry.

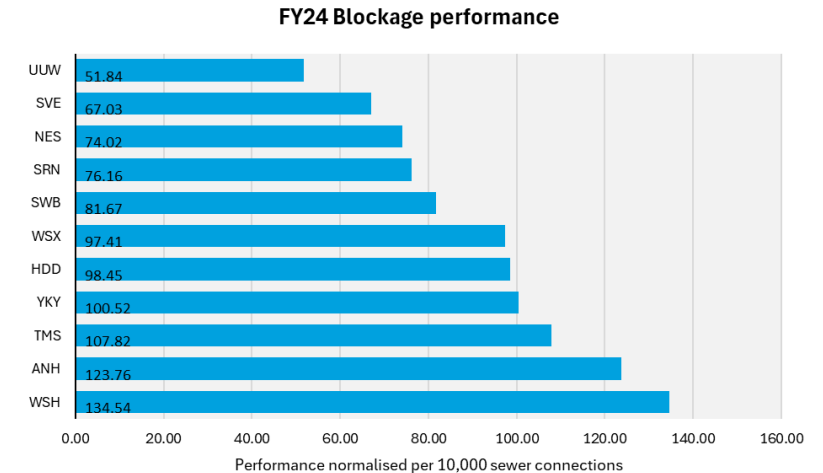
However, we have made progress in reducing incidents over the course of AMP7...

- We are forecast to achieve a **36.7%** reduction in internal sewer flooding incidents over AMP7 (FY21 to FY25) – however this measure is highly sensitive to extreme weather;
- We are once again set to achieve our **best ever performance for sewer blockages**, putting us on track to retain our industry leading position;
- We estimate that our dynamic network management (DNM) initiative alone has enabled us to avert **over 500** internal sewer flooding incidents since its implementation in FY23.

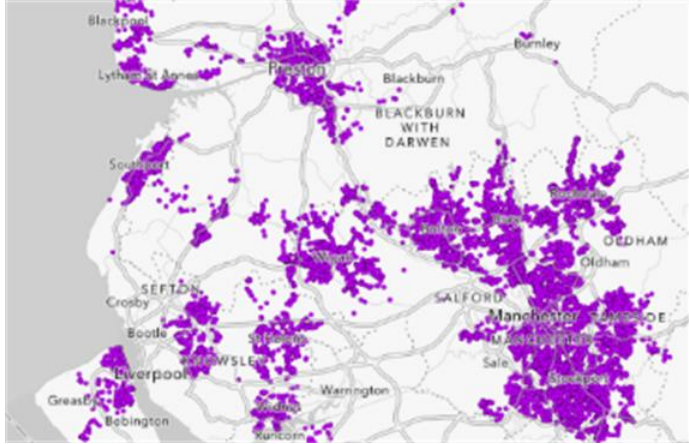


Count of INCIDENT ID	Column Labels													Grand Total
Row Labels	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Grand Total	
FY21	318	304	332	249	257	250	306	304	323	402	339	406	3,790	
FY22	349	338	272	276	256	290	234	215	317	310	304	310	3,471	
FY23	302	337	280	243	234	220	263	288	287	395	345	384	3,578	
FY24	294	268	260	259	207	215	232	214	272	315	309	325	3,170	
FY25	280	235	208	202	173	186	205	235	279	314	307		2,624	
Grand Total	1,543	1,482	1,352	1,229	1,127	1,161	1,240	1,256	1,478	1,736	1,604	1,425	16,633	

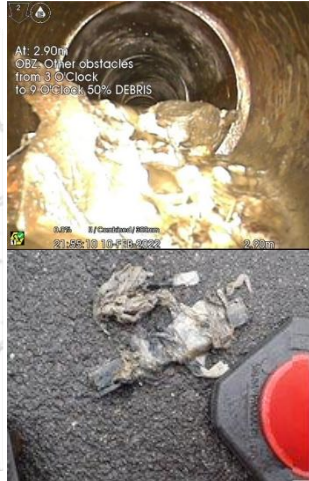
Best ever
Better than average
Average
Worse than average
Worst Ever



AMP7: What have we implemented so far?



Images - partial blockages proactively identified and resolved through DNM.



Implementation of our dynamic network management (DNM) operating model – Installation of over **17,500** intelligent sensors, allowing us to proactively detect, and be alerted to blockage formation, such that our teams can intervene to clear the blockage before flooding occurs

Since its launch, DNM has proactively detected over **5,500** blockages!

Ongoing regional ‘Stop the Block’ and ‘What not to Flush’ customer awareness campaigns, as well as local targeted hotspot campaigns

Partnership with ECAS, conducting **over 20,000 site visits** to high-priority food service establishments since Oct 2019, preventing an estimated **3,372 tonnes** of fats, oil and greases entering the sewer!



WATER COMPANY NEWS

Olympic swimming pool of fats, oils and greases diverted from North West sewers



Increasing resilience to severe weather



Delivering upgrades to the local sewer network in Cottam, Preston

- We have invested over **£35 million** in our ‘hydraulic flood risk resilience’ schemes to reduce the impact of hydraulic incapacity through cut and pump solutions as well as planned installation of **9,945 m³** of storage by the end of AMP7;
- We’ve also deployed over **1,400** property-level flood mitigation devices

Internal Sewer Flooding: Customer Response

Whilst our priority is preventing incidents, where incidents do, unfortunately, occur, we ensure our response is swift and empathetic.

- Over the past 12 months, our average time to respond to customers experiencing internal sewer flooding was **2.57 hours**, down from 5.02 hours in the previous 12-month period. This is despite some significant storm events;
- **75-80%** of our incidents are resolved on the first visit;
- Our latest (Q2 of FY25) C-MeX results place us **1st place** for wastewater customer experience - The range of company WaSC scores was 88.78 to 61.42 with only 4 companies achieving a score in the 80's;
- We have **monthly executive-level** meetings to review our worst served customers for sewer flooding to drive mitigation/resolution;
- Business wide **repeats steering group** to learn the common themes of failure to prevent repeats and first-time incidents.

The four pillars of improving our time to respond:

Stop the Customer Contact

Stop sewer flooding occurring in the first place through targeted activities including cleaning, DNM and customer awareness campaigns

Stop the Contact Becoming a Job

Improve triaging activities within our customer call centre to screen out private incidents prior to attendance

Work Optimisation

Ensuring the right resource is sent to the right job, including fast-tracking of repeat incidents

Efficient and Effective Resolution

Swift response to customers in urgent need through effective scheduling and utilisation of contract partners where required

We know we can do more: Looking ahead to AMP8

Our AMP8 Strategy

'Controlling the Controllable & Increasing Resilience to Severe Weather'

Digitally-enable our system to proactively prevent sewer flooding



Support customers affected by sewer flooding at every stage



Apply data-driven intelligence to **target interventions** effectively



Embed a **root cause analysis** culture throughout all that we do



At final determinations, Ofwat has set a challenging target to achieve a further 45% reduction in internal sewer flooding incidents over AMP8 (2025-2030)

Controlling the Controllable

- An enhanced targeting programme – proactive inspection and sewer rehabilitation in postcodes of high flooding and other causes (FoC) risk;
- Improving operational intelligence through expansion of DNM principles, including trialling reactive sensor deployment following first time incidents to prevent repeats;
- Targeted customer awareness campaigns in areas of misuse

Increasing Resilience to Severe Weather

- We are seeking to introduce a dedicated funding pot for worst served customers, to be managed by our executive, to trial solutions where resolution has been cost prohibitive historically;
- Establishment of a dedicated emergency fund for customers experiencing sewer flooding who may not have household insurance in place – eligibility criteria are being established;
- Expansion of our property-level flood mitigation programme

Progress, key updates & partnership working

Progress since last year

- Improved collaboration on key issues and willingness to work together
- Regular operational and strategic meetings covering breadth of topics
- Strengthened working relationships at various levels

Partnership working on recent flooding incidents

- Aston Flooding
 - Jointly attended residents meeting after escalated complaints to both CEC & UU CEOs, MPs and Councillors
 - Guarantee given by our CEO to meet and listen to residents & be readily accessible to customers and stakeholders
 - Explained UU assets overwhelmed in periods of heavy rain and challenges to resolve

Key updates

- Some projects from last year still ongoing:
 - Calveley flooding – progress being made given the complexities
 - Hobson St/Ryle St – recharge still outstanding

Upcoming projects

Upcoming projects

- Opportunities in Crewe – nature-based solutions, sustainable drainage
 - Positive discussions have taken place
 - Next steps include a mapping exercise of planned projects for CEC, UU, Crewe Town Council
- Combined sewer overflow spills reduction plan (2025 – 2030)
 - Investing in 23 overflows in Cheshire East
 - Investigations highlighting cases where there are flows we are not bound to receive
 - Expect to find more of these so need a clear plan on how to deal with these
 - Important that this issue is understood as a risk by all local authorities
- Chancel Lane – UU scheme to reduce combined sewer overflow spills and improve river water quality
 - Requires culvert disconnection – culvert connected into our combined system increasing spills downstream
 - Discussed solution at both operational & strategic meetings
- Integrated Water Management Plan
 - Early discussions around an integrated water management plan for Cheshire – approach in place in Greater Manchester Combined Authority and MOU recently signed with Liverpool City Region

Any questions?



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