

Tenbury Wells Flood Risk Management Scheme (FRMS) - February 2021 Update

Site surveys

Our contractor, Jacksons, started on site on the 15 February 2021 to undertake a number of critical site surveys. These include ground investigations, topographical surveys, installation of ground water monitoring, ground penetrating radar surveys (to help with the identification of existing utilities), CCTV surveys and structural surveys. The results of these surveys will be used to help inform the design of the scheme.

The survey works will last around 4 weeks, and are planned to take place across the proposed flood defence footprint. We will have an increased presence around the town while we prepare and carry out onsite investigations. 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 get in touch through the email address and telephone number provided in the 'Contact us' section of this newsletter. Our frequently asked questions document (mentioned below) may also answer some of your queries about the scheme.

Current project activities

- Site surveys are underway across Tenbury Wells Town.
- Ongoing scheme design - which includes landscape and environmental considerations and more detailed engineering options.
- We have incorporated ground water monitoring into our site surveys. We will gather data from these monitoring points over the next 6 months so that we can better understand how the groundwater behaves across the town.
- The virtual engagement event finished on the 31 January 2021. Feedback has been collated and will be used to help inform the next phase of design.
- We have produced an updated hydraulic model of the town, which allows us to better understand how the water behaves during a flood event.
- After the recent flooding on Market Street, we are working with our key partners to look at what happened and why the flooding occurred.

Future public engagement

We want to work closely with the community and key stakeholders and are keen to engage with you throughout the project. We will share more detailed information about the scheme at the following key stages;

- Once design and landscaping options have been further developed.
- Prior to submission of the planning application.

customer service line **03708 506 506**

floodline **03459 88 11 88**

incident hotline **0800 80 70 60**

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- Prior to starting construction on site.

How we engage with you will be dependent on Coronavirus (COVID -19) restrictions, but we hope to host some face to face meetings in the future, if it is safe to do so.

As before, we will continue to provide regular updates about the scheme through our newsletters and online information page, which can be accessed through <https://consult.environment-agency.gov.uk/west-midlands/tenbury-wells-flood-risk-management-scheme>. 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 during office hours on 03708 506 506 and we will add you to our mailing list.

Frequently asked question document (FAQ)

We have produced an FAQ document for this scheme, which is saved on our online information page. The link to this information page is included above. This FAQ document will be added to and updated as the scheme progresses, so please continue to refer to this document in the first instance if you have any questions.

Contact us

If you have any queries about this scheme, please contact us via email at Tenbury.FRMS@environment-agency.gov.uk or call 03708 506 506.

Thank you for taking the time to read this update.