

Appendix B: Actions to be taken by Residents to combat flood risk

notes added 11/10, 19.1.22

ID	Action		Action Type	Term	Status
	What?	How?			
1	Local Residents / Businesses aware of areas at risk.	✓ owners aware Raise awareness of the SWMP amongst residents, planners and applicants.	Communication / Partnerships	Short	SWMP and maps of CDA and local flood risks published on LBH website. Council departments aware. Draw up Communications Plan to ensure wide circulation amongst councillors of this action plan. ✓✓ researched
2	Local Residents / Businesses to reduce runoff from driveways and gardens.	✓✓ diagrams submitted. Provide information on options for installing appropriate surfacing and drainage. Provide awareness training for Council officers so that they can inform the public on planning policy and regulations relating to permeable surfaces.	Communication / Partnerships	Long	Information on General Permitted Development Order requirements for front gardens available in Local Plan Part 1 Strategic Policies. Awareness raising within the Council being undertaken. Further pages being drafted to be published on the Council's website.
3	Local Residents to increase permeable surfacing in gardens to help reduce flood risk.	✓✓ owners aware. Provide information on options for installation and maintenance of permeable surfaces within properties in the communications Plan. Provide awareness training for planning and enforcement officers so that they can inform the public on planning policy and regulations relating to permeable surfaces.	Communication / Partnerships	Medium	Further information available in Local Plan Part 1 Strategic Policies. Awareness raising within the Council is being undertaken.
4	Residents/ Businesses to install rainwater harvesting measures, to help reduce pressure on water resources and reduce flood risk.	Promote the use of water butts and rainwater harvesting tanks across the Borough. Provide link to information on costs, suppliers, installation and benefits. ✓✓ water butts, swales + crate systems shown.	Communication / Partnerships	Long	Policy included in Local Plan Part 1 Strategic Policies. Will be part of communications plan. Wording on rainwater harvesting being drafted for Council's website.
5	Residents / Businesses to protect themselves from flooding.	Promote awareness of when to take action and what the options are, including individual protection and Residents Associations to create 'community floodplains'. ✓✓ local contact	Communication / Partnerships	Long	Information available on the Council's website. For example information on Community floodplains are held on the National Flood Forum website.
6	Residents to report incidents of flooding to LB Hillingdon	Residents to take photos and record details of location of new incidents, and provide historic information on flooding. ✓✓ local contact - see email examples	Communication / Partnerships	Short	Feedback form created for residents to provide historic information on SWMP page on the Council's website. Ability to report new flooding incidents via the website through the enhanced 'report it function'.

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