

Llanybydder Community Council Public Meeting on Flooding

Questions with corresponding notes:

Ref	Query Detail	Responsibility	Comments
A	Primary Flooded Areas:		
1	Station Terrace – all properties, including businesses, under at least 3 foot of water and had to be evacuated	NRW, CCC	Investigations underway to establish flood defence scheme referred to after the 1987 storm. No information seems to be available on this issue. Scope and feasibility of any potential new scheme yet to be determined. Carmarthenshire County Council (CCC), Ceredigion County Council (CC) and Natural Resources Wales (NRW) are aware of the impact of the flooding. All three have all made enquiries internally and with retired engineers. No records or evidence exists of a scheme having been funded or designed.
2	Highmead Dairy/Glanduar – blocked tributary resulting in flooding	CCC	CCC have identified a number of issues in the area that would have culminated to cause the flooding reported. This will be detailed fully in the pending report. CCC are already progressing with a feasibility study looking upgrading and or re-aligning the highway culvert beneath the B4337 and modifying the highway drainage to better manage surface water flooding in the area.
3	Duar river near Smithfield, Llanybydder – flooding as a result of Natural Resources Wales insisting that tributary should be cow-proofed to protect fish/spawning	NRW	Reply from NRW The protective fencing and swing gates across the Afon Duar were put in place by Natural Resources Wales to protect the watercourse from livestock entering and damaging the river banks to improve the habitat for fish and wildlife. This work was carried out with the landowners permission and it was agreed that upon completion they would be responsible for the maintenance and upkeep. It could well be the case the swing gates had collected debris which caused the flow of the river to come out of channel and flow over the land nearby, we will contact the landowner to remind them of their responsibilities of making sure debris is regularly cleared away from the swing gates.
4	As above, a consequence of planning conditions not being adhered to, raising	CCC Planning	Planning permission for the lorry park dates back to 1988. There are a number of different applications pertaining to the development but the drawing

	ground level in lorry park – resident advised that all correspondence regarding this is available for inspection		on the full application clearly states that the site is to be made level. As such, it can be inferred that land raising was agreed as part of the permission. Operation development has an enforcement window of 4-years and as such no enforcement action could be taken.
5	Highmead Terrace – road flooded, retaining walls (in parts) saved many of the properties from extensive flooding	NRW CCC, CC	NRW have confirmed that they have a fluvial flood model that can be utilised to provide answers to the resident's questions. NRW to lead on the commissioning of a model review in collaboration with CCC and possibly Ceredigion. Please note that any capital flood defence works cannot adversely impact on third party flood risk (Planning Policy Wales, Technical Advice Note 15 Section 9) and that works within 8 metres of the River Teifi will require a Flood Risk Permit from NRW.
B	Key Issues Identified by Community Council:		
1	A flood warning was received for the Teifi in Llanybydder at 13.06 on the 13th October at Ceredigion County Council by which time the properties in Station Terrace had been under water for 3 hours	NRW	NRW are undertaking an internal review into the flood warnings issued during Storm Callum.
2	Being informed by Fire & Rescue services that they could not attend until water was in the houses	MWWFRS	On behalf of Mid and West Wales Fire and Rescue Service:- Over the 24 hour period midnight to midnight on 13th October the Service received a substantial high volume of calls, receiving 495 calls to the Joint Fore Service Control centre in Bridgend, 385 of those specifically for Mid and West Wales area. The Service responded to 84 separate large scale flooding incidents. Specifically for Llanybydder, 19 calls were received to 13 separate addresses. 10 of the incident were specifically on Station Road and Highmead Terrace.

			<p>Due to the call activity and the treacherous road conditions in the area, the incidents which were not responded to at the time were based on several factors and advice or follow up calls were given to callers. Below is a summary of the protocol undertaken in the tactical command cell set up in joint fire service control:-</p> <p>Life risk calls prioritised, where water was not entering the property, callers were advised to ring back if conditions worsened. Request to provide sandbags – callers were advised to contact local authority. Control staff were ringing callers back to check on conditions in area and to assess with the callers if the situation had deteriorated.</p>
3	Despite calls to Carmarthenshire County Council (by Nerys Morris) and Ceredigion Council (by Cllr Euros Davies) requesting road closure signs, traffic continued to attempt to drive through floods	CCC Highways CC Highways	<p>There were highway maintenance response gangs available over the whole period dealing with widespread flooding. It was seen at other locations that even when there were road closed signs in place, drivers ignored the warnings and continued driving through.</p> <p>A suggestion for the future could be that arrangements are made through a local community group to deal with this type of scenario by utilising local volunteers. This will need to be considered for future events in terms of practicality, control and appropriate arrangements/triggers.</p>
4	Natural Resources Wales – request for sand-bags was declined and resident told to contact Council or B & Q	NRW	<p>NRW's policy is that they do not provide sandbags. CCC will only provide sandbags in an emergency when there is an imminent risk of flooding to property, or where highway systems are causing potential flooding problems. We will review our policy shortly.</p> <p>The demand on all organisations was too great to distribute sandbags to all those who requested them.</p> <p>It was agreed in the public meeting that sandbags would not have helped the majority of those who flooded due to the depth of the water.</p>
5	Council lorry turned up with sand-bags too late to be of any benefit	CCC (Highways)	<p>A pallet full of sandbags were delivered to the area. Response times were difficult given nature and extent of the simultaneous widespread flooding. Responses were prioritised based on the information received.</p> <p>As stated above, the policy is being reviewed.</p>

6	Natural Resources Wales stated "...they had bigger communities to protect." And cannot dredge rivers	NRW	NRW clarified their position with regards to dredging in the community meeting. It is currently viewed as an unsustainable means of managing flood risk but they would review causes on a site by site basis.
7	County Council telephone numbers were permanently engaged or when they did ring were unanswered	CCC	<p>50 phone lines were available through Carmarthenshire's out of hours call centre facility. The number of staff usually available over the weekend was doubled as a result of Storm Callum. The level of calls were unprecedented given the scale of the event.</p> <p>A review of the adequacy of the provision/arrangements for future storm events will be undertaken.</p> <p>In addition, our Communications team were constantly updating information on our website and through digital/social media to provide the most up to date information available.</p>
8	Carmarthenshire County Council offered support in the week immediately after floods but nothing since.	CCC	<p>Support continues to be available, if individuals wish to get in touch with the County Council to explain the particular aspect of support required. The Department best placed to deal with the matter will respond where help can be provided.</p> <p>CCC set up an immediate flood recovery fund to support residents whose homes were damaged. In Llanybydder 21 households received the £200 payment and 8 household received a further £1000 payments</p> <p>CCC undertook clearance of damaged household items.</p> <p>Arrangements were made through Xcel Bowl in Carmarthen to provide items of furniture for householders in need via their furniture bank scheme.</p>
9	Re-housing: Many residents, especially Station Terrace, had to find own accommodation as all the properties were devastated and had to be evacuated. Of particular concern was the refusal to house displaced persons in Cwm Aur, the sheltered housing complex in Llanybydder although	CCC Steven Jones (Housing)	<p>Cwm Aur is not a CCC run facility. Enquiries were made and subsequent agreement had to be negotiated with the owners – Pobl Group (formerly Gwalia Housing).</p> <p>The owners of the facility were immediately contacted following the flood to assess suitability and availability of space to house affected families. Consent</p>

	<p>there were vacancies and despite meeting criteria of being "Over 55". As Carmarthenshire County Council has a major interest in this complex, surely there could have been some concessions for short-term occupation</p>		<p>was provided by the owners on the 26th October 2018. As a result, spaces were offered but no take up at that time. There was no availability of CCC property for use as temporary accommodation locally and understandably, families did not want to travel away from their locality. CCC dealt with 7 households (in Llanybydder) regarding re-housing queries. Of these 4 were private tenants, 3 were private occupiers/owners.</p> <p>2 of these households stayed with family and friends, 1 was found an alternative by the landlord, 1 found their own accommodation, 1 was re-accommodated through insurance; the remaining 2 were offered a place in Cwm Aur when that alternative became available, but did not take up the offer.</p> <p>General Difficulties have been highlighted as the availability of suitable housing and those affected not wanting to leave the locality and their local support networks.</p> <p>Any household still having difficulties can contact CCC so that we can reassess the position.</p>
10	<p>Residents were advised to apply on-line to Carmarthenshire County Council for immediate financial support of £200, but many without internet access have been unable to do so, thus being doubly disadvantaged</p>	<p>CCC Deina Hockenhull</p>	<p>CCC Housing officers and Hub staff visited the location and were available to help fill in forms (on line and paper based) on behalf of residents; Two specific drop-in sessions were arranged at the Rugby Club to help with applications for financial help and of course, Hwb Bach y Wlad visited the site and continues to visit every Tuesday.</p> <p>30 forms were completed this way on behalf of householders.</p>
11	<p>The cost of business disruption – shops and garage and workshops in Station Terrace in particular – run into several hundreds of thousands of pounds</p>	<p>CCC Rhian Phillips</p>	<p>Financial help was available to businesses to help recover. Further information can be provided to business if necessary. 1 business in Llanybydder has received financial support</p>
12	<p>Residential property insurance claims are, conservatively, in the region of £30 - £40k</p>		<p>A matter for the individuals and their insurance companies.</p> <p>In Llanybydder X21 £200 payments</p>

			X8 £1000 payments Made to help those in difficulty in the short term.
13	The emotional well-being of residents is now a major concern, especially as they may not be able to return to their homes for many months and are experiencing financial loss as many insurance companies will only cover basic temporary accommodation	CCC	Further advice can be provided to householders relating to their specific circumstances. CCC will help out on a case by case basis where appropriate.
14	Ceredigion County Council published a Storm Callum Flood Bulletin within a week of the floods, and Council officials visited Highmead Terrace, but no financial support was offered along the lines of Carmarthenshire	Ceredigion	
C Key Points for Discussion			
1	Contingency Planning – is there an Emergency Plan, including how both Counties can over-ride County boundaries – in this case the River Teifi	Carms & Ceredi CCs	There is no emergency plan specifically for Llanybydder. However, Emergency Planning Officers from Carmarthenshire and Ceredigion can provide advice specifically on this and how to develop community response plan in the event of future flooding. This could potentially include measures to manage road closures etc. The Community Council is advised to contact CCC's Emergency Planning Officer Richard Elms on 01267 225147. Richard will arrange to visit you with his CC counterpart and assist with the development of a community flood plan.
2	Does Natural Resources Wales/River Authority have any plans for the future and how do they anticipate dealing with the River Teifi and its environs in Llanybydder to avert future flooding risk?	NRW	This was answered in the public meeting.
3	Is there an opportunity for Llanybydder Community Council to have an input into any plans?	NRW, Carms, Ceredigion	Yes, input into specific response plans can be developed with the respective Emergency Planning officers from both counties (see C1 above). This could potentially include measures to manage road closures etc.

4	What additional support, including financial, is available to residents and businesses directly affected by the flooding?	CCC	<p>If anybody not received any financial help to date, then let us know. If you make us aware of the specific issues, we can investigate and advise further to assess what support can be provided.</p> <p>£100,000 hardship relief fund for residents</p> <ul style="list-style-type: none">• £200 per household• £1000 if not insured