

Below are questions posed by Norton Flood Community group to multi-agency partners and their responses

- 1. Can the residents have an update on future measures proposed i.e. a permanent pump for Norton as it's all gone very quiet.**

Currently this proposal like a number of schemes across the region is on hold due to lack of funding. This proposed scheme has now been included into our business plan submission to OFWAT for the next 5-year period 2025-2030 (AMP 8)

- 2. Please could Yorkshire Water provide a schedule of planned works for cleaning the sewers under the properties as they haven't been cleared since the near miss 2 + years ago when the one in the car park was sealed shut.**

We do not proactively clean the public sewer network and the majority of sewer systems are self-cleansing. However, they do from time to time become blocked by people disposing of inappropriate materials such as nappies and wet wipes. If you notice issues with the drainage or difficulty flushing your toilet then contact Yorkshire Water. If there is evidence of sewer systems suffering from a lot of blockages or issues we will investigate and may put in a cyclical cleansing routine, however that isn't the case in this area

- 3. The pump that is put outside our houses, we see them take a couple of days to install (but not set up) and then they disappear without notice. Yet the river can rise a few days after but the pump doesn't return. It would be useful to know what triggers the arrival of a pump. Is it river levels or something else?**

Deployment of the pump is based on river levels and predicted river levels. There is a lot of uncertainty around predicted river levels for River Derwent in Malton and as highlighted it can take time to be delivered and set up. Sometimes when there is a lot of uncertainty, we will deliver pumps as a precaution if we believe the trigger level for pumping may be hit, however there are occasions when the forecast improves, or rainfall is not as bad as expected and we can stand down

- 4. With the new Council coming into force April 1st, will this improve communication with Ryedale residents or add more pressure as one council and services needing to be coordinated across all district areas. Have these issues been discussed and planned for?**

The new council brings a number of opportunities to ensure constant communications can be provided to residents. A key objective of the new council is working better and more collaboratively with communities, and this will develop over time as the new council establishes. Over the initial period of the new council, if you have any concerns, please liaise with your local elected member.

- 5. Will the introduction of the new Council have an effect on funding streams available in Ryedale to support flood resilience response and projects?**

As the continuing council, The County Council's risk management investment program will remain as approved by BES Executive in 2022, which is refreshed annually at the start of the new financial year 2023 to ensure it reflects current priorities.

Funding streams will not be affected, apart from contributions from Ryedale District Council. However, funding already approved by Ryedale District Council for the Norton scheme will transfer to the new council and is ring fenced until this project becomes live.

- 6. When do they intend to start work on the surveying of the sewers in Norton. We filled out their questions, when I followed this up a number of months later they admitted they hadn't even started but intend to?**

This work has now been completed

- 7. Are they prepared to offer occupants rebates, that are effected by sewer water backing up and entering the property's gardens. Do they not have an obligation to take away sewer water and do we not pay for this.**

There is a guaranteed service standard that we provide, and this can be looked up online. This however doesn't fit that criteria and in essence the sewer system in Norton does exactly what it was designed to do other than exceptional circumstances of extremely high river levels and high groundwater levels overloading sewer systems. The multi-agency pump plan that is in place mitigates against the impacts of this