

# **Flooding risk management**

## **Evidence gathering for**

### **Environment Select Committee**

  

### **Consultation report**

Report written January 2023  
**Putting Communities First Team**  
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THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## **Background**

The Environment Select Committee set up a working group of Councillors to review flooding risk management following flooding in Kensington and Chelsea in July 2021 which affected households, high streets and businesses.

The working group is developing a report with recommendations for how the Council and other agencies might better support businesses and residents in managing flooding risk in the future.

It's important that the working group understands the impact on businesses of the flooding event and how flooding risk may have affected business activity and therefore conducted a survey targeted at businesses to understand this.

## **Consultation Methodology**

An online survey was promoted to businesses via a variety of means, including business newsletters and council e-newsletters. Council officers also visited businesses on Portobello Road and distributed paper versions of the survey for businesses to complete.

## **Report**

A total of seven surveys were returned by the deadline. This report contains data tables and comments detailing the responses to the survey questions. Percentage figures have been removed from the data tables in this document as these figures can be misleading due to the low number of responses.

## **Acknowledgements**

The Council would like to thank everyone that took the time to feedback their views.

## Results of the consultation

The below is a brief summary of findings from the consultation.

### Is your business based in Kensington and Chelsea?

All responding indicated their business was in Kensington and Chelsea.

Option	Total
Yes	7
No	0
Not Answered	0

### Was your business flooded or experienced flood disruption or damage in July 2021?

Six of the seven responding indicated their business had been affected.

Option	Total
Yes	6
No	1
Not Answered	0

### Please indicate the extent to which you agree or disagree with the following statement: The flooding of July 2021 has affected confidence in the operation of my business in the future.

Six of the seven responding either agreed or strongly agreed that the flooding of July 2021 had affected confidence in operation of their business in the future. One respondent strongly disagreed that this was the case.

Option	Total
Strongly agree	4
Agree	2
Neither agree nor disagree	0
Disagree	0
Strongly disagree	1
Not Answered	0

**In what way(s) was your business affected by flooding disruption or damage in July 2021?**

Six respondents indicated that they were affected by damage to their property and three received damage to their stock.

Option	Total
Damage to property	6
Damage to stock	3
Loss of trading days due to damages	2
Loss of trading days due to lack of access to business property	0
Other	2
Not Answered	1

**Other answers given by respondents**

- As real estate, making potential tenants think twice
- Losses on wages paying staff to throw out ruined effects and cleaning and clearing. Constant dehumidifier going on the electricity for months

**If there was damage to your business property, which part(s) were damaged?**

Six respondents indicated their basement was damaged, whilst three indicated that floors were damaged and three indicated walls were damaged.

Option	Total
Floors (including floorboards and carpets)	3
Ceiling	0
Walls	3
Basement	6
There was no damage to property	0
Other	0
Not Answered	1

**Other answers given by respondents**

- Water (flood and sewage mix) rose 1.2 metres in basement so every item needed throwing out and the walls suffered tremendously

**If you lost trading days as a result of the July 2021 flooding event, how many days trading did your business lose?**

Two respondents indicated they lost 16 or more trading days and two indicated they lost six to ten trading days.

Option	Total
Less than one day	0
1	1
2-5	1
6-10	2
11-15	0
16 or more	2
No trading days were lost	0
Not Answered	1

**What was the approximate value of damage to your business?**

Four respondents indicated that they lost more than £20,000.

Option	Total
Less than £1,000	0
£1,001-£5,000	1
£5,001-£10,000	1
£10,001-£20,000	0
More than £20,001	4
Not Answered	1

**Did you have suitable insurance policies to cover the losses experienced by the flooding?**

Four indicated they did have suitable insurance policies to cover the losses, two did not.

Option	Total
Yes	4
No	2
Not Answered	1

**Did you make a claim on an insurance policy as a result of the flooding in July 2021?**

Four respondents indicated that they did make a claim on their insurance policy.

Option	Total
Yes	4
No	2
Not Answered	1

### Have you or your landlord installed any flooding mitigation measures since?

One respondent indicated that flood mitigation measures have been fitted since.

Option	Total
Yes	1
No	5
Not Answered	1

### Comments made on mitigations.

- Waiting for Thames Water to confirm whether they will fit a FLIP device
- Thames Water have agreed a device to be fitted, waiting on installation dates
- One way valves on sewerage pipe

### How resilient do you think your business now is to a future flooding event?

Four respondents indicated that their business was not resilient, whilst two felt their business was somewhat resilient to a future flooding event.

Option	Total
Strongly resilient	0
Somewhat resilient	2
Not resilient	4
Not Answered	1

### What is the postcode area of your business?

Option	Total
SW3	1
W10	1
W11	5

### How many employees does your business have?

Option	Total
1	2
2-5	4
6-10	0
11-15	0
16 or more	1
Not Answered	0

Please indicate the type of business you represent.

<b>Option</b>	<b>Total</b>
Self-employed / Sole Trader	1
Partnership	0
Private Limited Company (shares)	3
Public Limited Company	2
Non-profit Organisation e.g. Community Interest Company, or Limited Company by Guarantee	0
Co-operative	0
Other - Please specify below	1
Not Answered	0

**Other answers**

- Renting out my property