

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

Sharing information with you

We want to make sure that the community is engaged with the project and kept informed of progress. Due to Coronavirus (COVID-19) restrictions, we are still unable to undertake face to face consultation. However, we were very pleased to launch our virtual engagement room in December 2020 that provides more information about the Tenbury Wells FRMS. This virtual engagement room will be open until 31 January 2021 and can be accessed via the following link:

<https://virtualengage.arup.com/Tenbury-FRMS>

In addition to this virtual room we are also holding 2 facilitated phone calls in January. The aim of these calls is to provide the same information as the virtual engagement room, for those who cannot access the website materials. There will also be an opportunity to ask questions during these calls. Please note, you only need to join one of the calls as we will be sharing the same information. The calls will be approximately 1 hour long and the details of how to join them are below:

Call Number 1:

Event call time	26 January 2021 at 11:00 Please join the call 5 minutes before the scheduled start time as it will start promptly
Dial in number(s)	UK Local UK-Wide: +44 (0) 33 0551 0202 UK Toll Free: 0808 109 0701
Conference PIN	1557694#

Call Number 2:

Event call time	28 January 2021 at 18:00 Please join the call 5 minutes before the scheduled start time as it will start promptly
Dial in number(s)	UK Local UK-Wide: +44 (0) 33 0551 0202 UK Toll Free: 0808 109 0701
Conference PIN	5740455#

Next steps

The key next steps for the project are;

- Ground investigation and site survey work, due to start in early 2021
- Ecological and environmental surveys planned for Spring 2021
- Ongoing design of the scheme, including more detailed engineering and landscaping designs, in preparation for a planning application in 2021

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 details 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.

Keeping the local community updated

We will continue to provide updates through regular newsletters and our 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.

You can follow us on Twitter too at [@EnvAgencyMids](https://twitter.com/EnvAgencyMids) as we will be tweeting about the work we are doing on this scheme.

Frequently asked questions 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.