

Nominee: Flood Risk Management Team, Lancashire CC



Category	3. Outstanding Team
Nominators	Laura Bigley and Vikki Keeble, co-chairs of the Association of SuDS Authorities

The Flood Risk Management Team performs the role of the Lead Local Flood Authority (LLFA) for Lancashire. In the last three years the team has worked tirelessly to continually improve their performance, quality and customer service always putting the residents of Lancashire at the heart of everything they do.

In relation to their role as a statutory consultee on major development with surface water drainage, the team responded to 100% of 969 major planning application consultations within the 21 day timescale. The quality of comments and advice provided has been significantly refined and improved.

In 2022, the team launched a LLFA Planning Advice Service for developers and consultants taking an innovative approach to service delivery. Customers can choose the level of service (essentials or premium) and add optional extras, to create a bespoke package tailored to their needs. This is also an option of fast-track advice. The team developed 'Surface Water Planning Advice' and controls access to this document through subscription, taking a 'Netflix' approach.

The team works closely with United Utilities, including through regular collaboration and supported their 'Developers Day' in 2022 to complement each other's processes and requirements, for example through the Lancashire SuDS Pro-forma.

The team has provided regular, ongoing support to its 13 local planning authorities, engaging with Planning Managers on strategic matters and delivering bespoke training at least twice every year. Most recently, feedback showed that planners rated this training 4.6 out of 5.

Lancashire is leading work for the North West Regional Flood and Coastal Committee exploring ways to raise awareness of the impacts of paving over front driveways and to encourage residents to 'think permeable' first. This includes working with North West in Bloom, United Utilities, The Flood Hub and industry suppliers with the view to showcasing some examples at a future RHS garden show.

The team is strengthening the regulation of ordinary watercourses to compliment the delivery of nature-based solutions, particularly with SAB implementation expected in 2024. I understand the team has an ambition to introduce a refreshed policy and an 'Ordinary Watercourse Advice Service' by the end of the year.

This has been achieved against a backdrop of 'grow your own' flood risk officers. The team has heavily invested in people from a wide range of diverse backgrounds, skills and knowledge to deliver a fantastic LLFA.

Lancashire are one example of fantastic work going on within a LLFA and ASA wishes to highlight this.