

FloodSmart



Floodplain Storage Assessment

Site Address

Twinbrooks Barn Upbrooks Clitheroe BB7 1PL

Grid Reference

375382, 442286

Report Prepared for

Mr A Thornburn Twinbrooks Barn Upbrooks Clitheroe BB7 1PL

Date

2023-07-05

Report Status

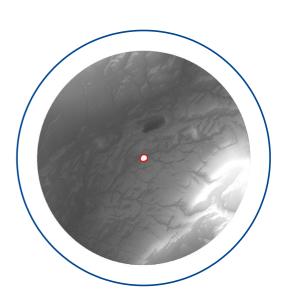
FINAL

Site Area

0.225 ha

Report Reference

74970.02R2



Summary

Development proposals comprise the construction of a new residential building and replacement outbuilding located within an area modelled to be affected by fluvial flooding, at a Medium to Low risk of surface water flooding and a Low risk of groundwater flooding.

The proposed development would result in an increase in the building footprint within the Flood Zone and which would reduce the volume of available floodplain water storage in a 1% AEP (1 in 100 year) plus 36% climate change allowance flood event, where the flood level is 83.08 mAOD.

Ground reprofiling is proposed on the areas of soil mounds highlighted within the topographic survey to achieve level for level, volume for volume floodplain compensation.

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1. Introduction



Objective

GeoSmart Information Limited has been commissioned by Mr A Thornburn to undertake an assessment of the floodplain compensation requirements for the proposed development at the Twinbrooks Barn, Upbrooks, Clitheroe, BB7 1PL. A technical note has been produced summarising the requirements, which could be used separately within the detailed design of compensatory storage and/or voids design.

Report Limitations

The findings presented in this report are based on information supplied by third parties. Whilst we assume that all information is representative of past and present conditions, we can offer no guarantee as to its validity and have taken the data presented at face value. No Site visit has been undertaken, and Site-specific modelling has not been undertaken.

The basemap used is the OS Street View 1:10,000 scale, however the Site boundary has been drawn using BlueSky aerial imagery to ensure the correct extent and proportion of the Site is analysed.

This report excludes consideration of potential hazards arising from any activities at the Site other than normal use and occupancy for the intended land uses. Hazards associated with any other activities have not been assessed and must be subject to a specific risk assessment by the parties responsible for those activities.

Summary of findings

The Site is located within Flood Zones 1, 2 and 3, with the Site affected by the 1 in 100-year plus 36% climate change event.

The Flood Risk Assessment prepared by GeoSmart (ref: 74970.00.01) (2023) confirms the modelled flood levels on the Site during the 1% AEP (1 in 100 year) plus 36% plus Climate change (CC) event and the 0.1% AEP (1 in 1000 year) are 83.08 mAOD and 83.24 mAOD, respectively.

An increase in the built footprint is proposed on the Site of 148 m². The proposed building is affected by the 100 year plus 36% CC event and therefore, it could potentially displace flood water.

In order to prevent the displacement of flood water during all events up to the 1 in 100 year plus 36% allowance for climate change flood events though, compensatory floodplain storage is required.

The preferred method of providing floodplain compensation and which has been assessed within this report is to:

A: remove existing 'non-floodable' building structures to free up floodplain storage;



B: lower ground levels on a level for level and volume for volume basis.

Only where A and B do not free up a suitable volume of floodplain storage, should C be used. This is likely to be acceptable on existing brownfield Sites, where the EA agree.

C: the use of voids beneath buildings and ground through the use of a podium/platform type structural arrangement.

Calculations undertaken within this report confirm level for level floodplain storage can be provided through lowering of ground levels on the Site through the removal of the existing spoil heaps, as confirmed by the Client.



2. Site Context



Site information

The Site is located in Clitheroe in a setting of commercial and residential land use at National Grid Reference SD 75384 42288. Site plans and drawings are provided in Appendix A.

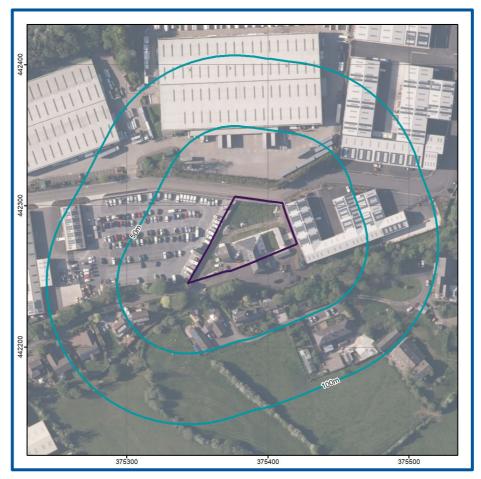


Figure 1. Aerial imagery of the Site (Bluesky, 2023)

BlueSky copyright and database rights 2023

Figure 2 (overleaf) indicates ground levels within 500m of the Site fall in a south easterly direction

A topographic survey has been undertaken for the Site by Sunderland Peacock Architects (2018) identifying ground levels fall gradually to the southwest from 84.67 mAOD to 82.29 mAOD (Appendix A).



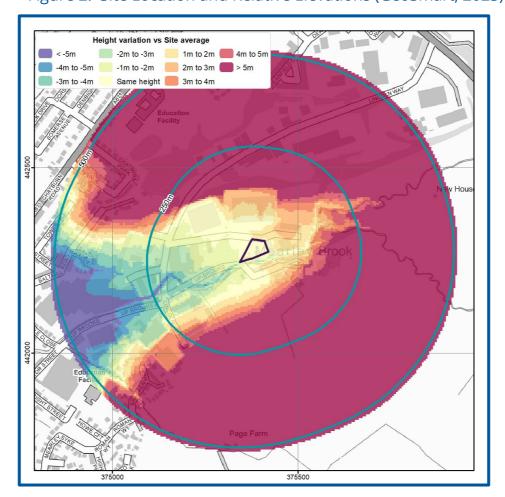


Figure 2. Site Location and Relative Elevations (GeoSmart, 2023)

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Existing Site Arrangement

The Site is currently used within a residential capacity. At present there are two buildings at the south of the Site with the north of the Site comprising of grassed areas as well as a series of isolated mounds and areas of concrete/ stone.



Existing building footprint

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Figure 3. Existing Site Arrangement and Layout

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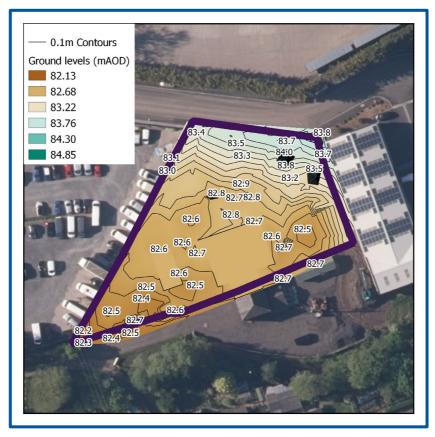


Figure 4. Existing ground elevation map*

BlueSky copyright and database rights 2023 Sunderland Peacock Architects Topographic survey (2018)

^{*}Assumed FFL of the existing buildings on Site of 82.70 mAOD.



Proposed Development

Development proposals comprise the demolition of one of the buildings and the construction of a replacement outbuilding and a single two storey dwelling as well as an associated access road, car parking spaces and landscaped areas. According to data from the Client the finished floor levels of the proposed replacement outbuilding are to be set at 82.70 mAOD and the new dwelling at 83.38 mAOD.

The main existing building of Twinbrook Barn is not proposed to undergo any changes. Site plans are included within Appendix A



Figure 5. Proposed Development Plan

Sunderland Peacock Architects development plan (2022)



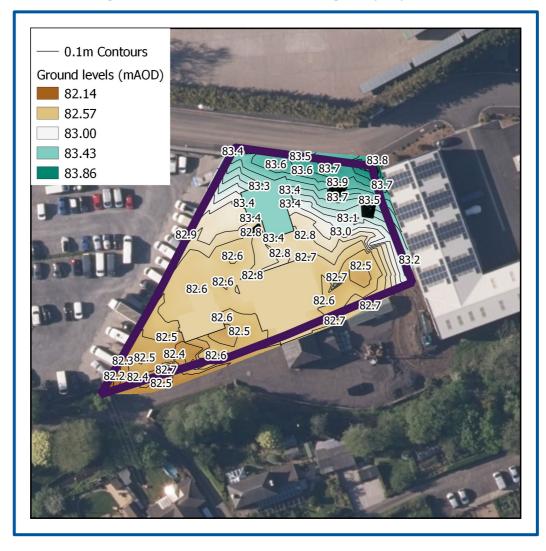


Figure 6. Ground levels including the proposed FFLs

BlueSky copyright and database rights 2023 Sunderland Peacock Architects Topographic survey (2018) and development plans (2023)

Table 1. Existing and proposed building footprints on the Site.

Existing	Proposed	Increase	
Existing outbuilding (65 m ²)	Replacement Outbuilding (88 m²)	Total increase in non-	
Existing outbuilding (05 III)	New Dwelling (125 m²)		
Twinbrooks Barn (330 m²)	Twinbrooks Barn (330 m²)	floodable building footprint: 148 m²	
Total: 395 m²	Total: 543 m²		



Figure 7. Ground levels including the proposed FFLs and soil mounds removed

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A Detailed Terrain Model (DTM) map has been produced on the basis of the proposed finished floor level of the building, interpolated topographic survey by Sunderland Peacock Architects Topographic survey (2018) (Appendix A) using standard Triangular Interpolation Network (TIN) with assumed FFLs. An additional scenario has been produced with areas of mounds, ascertained from the topographic survey, proposed to be removed/reprofiled having the level assumed based on the surrounding elevations.

The DTM data will be used to calculate the losses and gains in floodplain storage volume on the Site using the SAGA Raster volume calculator tool within QGIS v3.16.10. This will enable the calculation of the available volume of floodplain storage beneath each flood level increment from the maximum flood level of 83.08 mAOD.



3. FRA review & Policy



FRA review and summary

In accordance with the National Planning Policy Framework (NPPF) 2021 and National Planning Policy Guidance (NPPG) 2022, a site-specific Flood Risk Assessment (FRA) was produced by GeoSmart Information Ltd in October 2021 and updated in March 2023 to support a planning application for the proposed development (ref: 74970.00.01).

Sea (Coastal/Tidal) Flooding Risk

The Site is located in an inland location and the risks of flooding from coastal and estuarine environments are considered to be Very Low.

River (Fluvial) Flooding Risk

The Site is located 10 m north of the Mearley Brook watercourse. According to the EA's Flood Map for Planning Purposes, approximately 73% of the Site (1,775m²) is located within fluvial Flood Zone 3 (High probability) from the River Mearley, a further 16% (390 m²) is located within fluvial Flood Zone 2 at Medium probability. The remainder of the Site, 11% (265 m²) and land to the north is located within Flood Zone 1 at Low probability.

The EA's Risk of Flooding from Rivers and Sea (RoFRS) map, which considers the type, condition and crest height of flood defences, indicates the Site has a Medium to Very Low risk of flooding from Rivers and the Sea.

- The EA's modelled data has been analysed in line with the most up to date guidance on climate change (EA, 2022), to confirm a maximum "design" flood level at the Site.
- During a 1 in 100 year plus 36% climate change allowance event the flood level at the Site would be 83.08 mAOD.
- During this event, flood depths in the area proposed for buildings could be up to 0.54 m. Flood mitigation measures are included in the next section.

Emergency evacuation routes are available to the north of the proposed development and Site.

Surface Water (Pluvial) Flooding Risk

According to the EA's Risk of Flooding from Surface Water (pluvial) flood mapping, the Site is at a variable risk of pluvial flooding ranging from Low to High.

- It should be noted that the area proposed for development is classed as at Medium to Low risk with only the access road affected to depths less than 0.3 m.
- During a High risk event the area proposed for development is not likely to be affected with flooding restricted to areas outside of the development footprint.



Groundwater Flooding Risk

Groundwater Flood Risk screening data indicates a Low risk of groundwater flooding at the surface in the vicinity of the Site during a 1 in 100 year event.

• Based on a review of (limited) site specific data groundwater levels may rise in the bedrock and superficial aquifer in response to high river events and prolonged rainfall recharge events.

Risk of Flooding from Artificial Sources

The risk of flooding from artificial (man-made) sources such as reservoirs, sewers and canals has been assessed:

- The EA's Risk of Flooding from Reservoir map confirms the Site is not at risk of reservoir flooding.
- Ordnance Survey (OS) data confirms there are no canals near to the Site.
- A sewer flooding history search was undertaken using the Strategic Flood Risk Assessment (Ribble Valley Borough Council, 2017). This confirms no recorded incidences of sewer flooding at or within the vicinity of the Site.

The FRA report confirms that as there would be an increase in the proposed building footprint at the Site, floodplain storage analysis would be required to confirm the most appropriate method to prevent displacement of flood waters at the Site.



4. Floodplain Storage



Floodplain Storage

Floodable Area

An area of land that has the capacity to flood during a flood event, with minimal damage and disruption is considered to be 'floodable'. This typically comprises areas where no buildings are proposed such as driveways, patio and soft landscaping areas. In some cases, it may also include non-habitual buildings such as open sided barns, garages and outhouses.

Non-floodable area

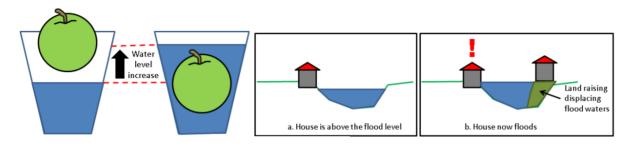
Non-floodable areas of development sites usually consist of buildings that are designed to keep flood waters out, or areas of raised ground and landscaping to achieve non-floodable access into a Site, which do not allow flood water to flow freely and take up a volume.

Floodplain displacement

An increase in non-floodable areas, through an increase in building footprint or raising of ground levels, will reduce the area and available storage volume, which is available to store flood water on-Site during an event.

This could potentially increase the extent, depth and alter the direction of flood flows, which could increase the risk of flooding off-Site. The following figure provides a simplified schematic to confirm the theory behind this.

Figure 8. Schematic to explain the theory behind the displacement of flood water²1



https://www.hart.gov.uk/sites/default/files/4 The Council/Policies and published documents/Planning policy/Technical%20Note%201-Level%20for%20Level%20Flood%20Compensation.pdf access on 24/05/2021

¹ Excerpt image from Hart Technical Note 1:



Floodplain Compensation

Level for Level Storage Analysis

a. Removal of existing buildings

The removal of non-floodable building structures is normally the primary method in increasing the available volume of floodplain storage to offset the displacement of flood waters as a result of any development proposals.

b. Lowering of ground levels

The preferred method for providing floodplain compensation is to lower ground levels on-Site to ensure the same volume of flood storage is provided on a level for level basis.

DESIGN FLOOD LEVEL

THIS VOLUME NEEDS TO BE EXCAVATED FOR GROUND STABILITY BUT DOES NOT FORM PART OF THE COMPENSATION WORKS

HYPOTHETICAL SLICES

RIVER SECTION

COMPENSATION FOR MADE-UP GROUND OR BUILDING (HYPOTHETICAL SLICES) TAKING THE FORM OF REDUCTION OF SITE LEVELS

Figure 9. Schematic of theory behind level for level floodplain storage

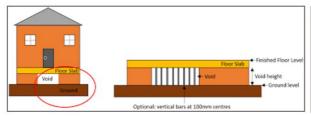
c. Voids beneath the proposed building and access

Where ground levels and the removal of existing buildings do not provide sufficient floodplain storage to prevent the displacement of flood water, then voids can potentially be used beneath buildings and if required, access roads.

There are many construction methods to include a void, but where these features are used they will require protection to avoid blockages and not increase security risks and have to be designed to ensure flooding can flow into and out of the area so as not to alter flood flow routes or available storage volumes.



Figure 10. Schematic of theory behind the use of voids for floodplain storage





Calculations and Analysis

The following calculations have been undertaken at a high level and displayed in table 2 to summarise the volumes of floodplain storage and then refined within tables 3 and 4 to confirm whether floodplain storage can be provided on the Site.

High level analysis

Table 2 confirms the lowest flood level at which each development area would be impacted, and the maximum flood depth experienced within each area, this has initially been calculated on an approximate basis in Table 2 but is refined in Table 3.

Table 2. Lowest level to flood and depth of flooding associated with each development footprint area.

Development area (m²)	Lowest level to flood (mAOD)	Maximum flood depth (m)	Approximate Volume displaced (m³)	
Existing: 395 m ²	82.68	0.40	158.00	
Proposed: 455 m ^{2*}	Proposed: 455 m ^{2*} 82.54 0.54			
(Propose	87.70			

^{*}Building footprint within the areas affected by the 1 in 100 plus climate change allowance event

Refined level for level analysis

The preferred methods for providing floodplain compensation are to remove existing non-floodable structures and to lower ground levels on-Site to ensure the same volume of flood storage is provided on a level for level and volume for volume basis.

The floodplain losses and gains have been calculated at 0.2m increments.

The total volume of water displaced by the development in tables 2 and 3 are different, because table 3 provides a more accurate analysis using detailed topographic ground elevations in the areas of the proposed building footprints on the Site, whereas table 2 only provides the lowest ground level and confirms the 'worst-case' scenario.



The volumes calculated in Table 3 are the available floodplain storage volume in the existing and proposed scenarios. These are then subtracted from one another to confirm the volume of floodplain storage available at the Site. Where the number is (-) negative this means the proposed development would result in a loss in floodplain storage volume.

The volumes have been calculated using a 0.1m raster grid.

Table 3. Level increments of floodplain storage loss without ground lowering

Flood level at 0.2m increments (mAOD)	a. Available volume of floodplain storage in the existing Site (m ³)	b. Available volume of floodplain storage on the proposed Site (m³)	c. Volume of floodplain storage available (m³) (=a- b)
82.88 to 83.08	388.67	388.58	-0.09
82.68 to 82.88	312.42	318.20	5.78
82.48 to 82.68	128.43	122.62	-5.81
82.28 to 82.48	21.44	20.90	-0.54
82.08 to 82.28	0.00	0.64	0.64
81.88 to 82.08	0.00	0.00	0.00
Totals	850.96	850.94	-0.02

Table 3 indicates that the development will result in a net decrease in 0.02 m³ storage below 83.08 mAOD, demonstrating losses in floodplain storage at the depth bands between 82.28 to 82.68 mAOD. Table 4 (overleaf) indicates the scenario where during the development the areas of soil mounds identified in the topographic survey are removed and subsequently reprofiled to the surrounding ground elevations as shown in Figure 7. The areas to be reprofiled are highlighted in Figure 11.

Based on the aerial imagery there is also a large pile of stone at the eastern boundary however as the levels of this were omitted from the topographic survey, reprofiling of ground in this area has not been assessed.



Areas of soil mounds proposed to be reprofiled

Figure 11. Areas of the Site proposed to be reprofiled

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Table 4. Level increments of floodplain storage loss with soil mounds removed

Flood level at 0.2m increments (mAOD)	n increments floodplain floodplai storage in the storage on		c. Volume of floodplain storage available (m³) (=a- b)
82.88 to 83.08	388.67	389.23	0.56
82.68 to 82.88	312.42	313.82	1.40
82.48 to 82.68	82.48 to 82.68 128.43		0.22
82.28 to 82.48	21.44	21.46	0.02



Flood level at 0.2m increments (mAOD)	c. Available volume of floodplain storage in the existing Site (m³)	d. Available volume of floodplain storage on the proposed Site (m³)	c. Volume of floodplain storage available (m³) (=a- b)
82.08 to 82.28	0.00	0.62	0.62
81.88 to 82.08	81.88 to 82.08 0.00 0.00		0.00
Totals	850.96	853.78	2.82

Table 3 indicates that as a result of the proposed development through the removal of soil mounds and heaps and the subsequent re-profiling of land to those indicated in Figure 7 there will be no losses in floodplain storage at each depth band. This therefore identified a net improvement from the existing pre-development scenario with the use of voids beneath the building considered unnecessary.

This is based on an assumed lowest level of the existing soil mounds being reprofiled to an elevation interpolated from the topographic data assuming relatively level surfacing post development.



5. Conclusions



The Site is located within Flood Zones 1, 2 and 3, with the Site affected by the 1 in 100- year plus 36% climate change event.

The Flood Risk Assessment prepared by GeoSmart (ref: 74970.00.01) (2023) confirms the modelled flood levels on the Site during the 1% AEP (1 in 100 year) plus 36% event and the 0.1% AEP (1 in 1000 year) are 83.08 mAOD and 83.24 mAOD, respectively.

The proposed development results in an increase in the building footprint of 60 m² within areas affected by flooding through the construction of a new dwelling and a larger outbuilding footprint. In order to provide floodplain compensation for the proposed development, the volume which is displaced will be provided on a level for level, volume for volume basis. There would be an increase in the volume of available floodplain storage of 2.82 m³.

This is based on ground levels in the areas of existing soil mounds re-profiled, as confirmed by the Client. The supporting calculations are provided in Appendix B.

Management and maintenance of the areas proposed for floodplain storage should be undertaken in perpetuity over the lifetime of the development, to ensure the capacity of the floodplain is protected and maintained.



6. References and Glossary 💂



References

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LiDAR Survey Open Data (2023). Accessed from:

https://environment.data.gov.uk/DefraDataDownload/?Mode=survey on 21/06/2023.



Glossary

General terms

BGS	British Geological Survey
EA	Environment Agency
GeoSmart groundwater flood risk model	GeoSmart's national groundwater flood risk model takes advantage of all the available data and provides a preliminary indication of groundwater flood risk on a 50m grid covering England and Wales. The model indicates the risk of the water table coming within 1 m of the ground surface for an indicative 1 in 100 year return period scenario.
Dry-Island	An area considered at low risk of flooding (e.g. In a Flood Zone 1) that is entirely surrounded by areas at higher risk of flooding (e.g. Flood Zone 2 and 3)
Flood resilience	Flood resilience or wet-proofing accepts that water will enter the building, but through careful design will minimise damage and allow the re-occupancy of the building quickly. Mitigation measures that reduce the damage to a property caused by flooding can include water entry strategies, raising electrical sockets off the floor, hard flooring.
Flood resistance	Flood resistance, or dry-proofing, stops water entering a building. Mitigation measures that prevent or reduce the likelihood of water entering a property can include raising flood levels or installation of sandbags.
Flood Zone 1	This zone has less than a 0.1% annual probability of river flooding
Flood Zone 2	This zone has between 0.1 and 1% annual probability of river flooding and between 0.1% and 0.5 % annual probability sea flooding
Flood Zone 3	This zone has more than a 1% annual probability of river flooding and 0.5% annual probability of sea flooding
Functional Flood Plain	An area of land where water has to flow or be stored in times of flood.
Hydrologic model	A computer model that simulates surface run-off or fluvial flow. The typical accuracy of hydrologic models such as this is ±0.25m for estimating flood levels at particular locations.
OS	Ordnance Survey
Residual Flood Risk	The flood risk remaining after taking mitigating actions.
SFRA	Strategic Flood Risk Assessment. This is a brief flood risk assessment provided by the local council



SuDS	A Sustainable drainage system (SuDS) is designed to replicate, as closely as possible, the natural drainage from the Site (before development) to ensure that the flood risk downstream of the Site does not increase as a result of the land being developed. SuDS also significantly improve the quality of water leaving the Site and can also improve the amenity and biodiversity that a Site has to offer. There are a range of SuDS options available to provide effective surface water management that intercept and store excess run-off. Sites over 1 Ha will usually require a sustainable drainage assessment if planning permission is required. The current proposal is that from April 2014 for more than a single dwelling the drainage system will require approval from the SuDS Approval Board (SABs).
Aquifer Types	
Principal aquifer	These are layers of rock or drift deposits that have high intergranular and/or fracture permeability - meaning they usually provide a high level of water storage. They may support water supply and/or river base flow on a strategic scale.
Secondary A aquifer	Permeable layers capable of supporting water supplies at a local rather than strategic scale, and in some cases forming an important source of base flow to rivers.
Secondary B aquifer	Predominantly lower permeability layers which may store and yield limited amounts of groundwater due to localised features such as fissures, thin permeable horizons and weathering.
Secondary undifferentiated	Has been assigned in cases where it has not been possible to attribute either category A or B to a rock type due to the variable characteristics of the rock type.
Unproductive Strata	These are rock layers or drift deposits with low permeability that has negligible significance for water supply or river base flow.
NPPF (2021) terms	
Exception test	Applied once the sequential test has been passed. For the exception test to be passed it must be demonstrated that the development provides wider sustainability benefits to the community that outweigh flood risk and a site-specific FRA must demonstrate that the development will be safe for its lifetime taking account of the vulnerability of its users, without increasing flood risk elsewhere, and, where possible, will reduce flood risk overall.
Sequential test	Aims to steer new development to areas with the lowest probability of flooding.
Essential infrastructure	Essential infrastructure includes essential transport infrastructure, essential utility infrastructure and wind turbines.
FloodSmart Technical	Ref: 74970.02R2



Water compatible	Water compatible land uses include flood control infrastructure, water-based recreation and lifeguard/coastal stations.
Less vulnerable	Less vulnerable land uses include police/ambulance/fire stations which are not required to be operational during flooding and buildings used for shops/financial/professional/other services.
More vulnerable	More vulnerable land uses include hospitals, residential institutions, buildings used for dwelling houses/student halls/drinking establishments/hotels and sites used for holiday or short-let caravans and camping.
Highly vulnerable	Highly vulnerable land uses include police/ambulance/fire stations which are required to be operational during flooding, basement dwellings and caravans/mobile homes/park homes intended for permanent residential use.

Data Sources

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Topographic Data	OS LiDAR/EA
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7. Appendices





Appendix A

Site plans



Appendix B

Floodplain Storage Calculations

Project ref: Development Date 74970 Twinbrooks 05/07/2023

Baseline scenario

03/07/2023	baseille scellatio					
Flood Level (mAOD)	Depth bands (mAOD)	Volume in existing scenario	Volume avaliable at 200mm incriments	Volume in proposed scenario	Volume avaliable at 200mm incriments	Change in available volume
83.08	82.88 to 83.08	851.58	388.67	850.94	388.58	-0.09
82.88	82.68 to 82.88	462.91	312.42	462.36	318.20	5.78
82.68	82.48 to 82.68	150.49	128.43	144.16	122.62	-5.81
82.48	82.28 to 82.48	22.06	21.44	21.54	20.90	-0.54
82.28	82.08 to 82.28	0.62	0.00	0.64	0.64	0.64
82.08	81.88 to 82.08	0.00	0.00	0.00	0.00	0.00
			850.96		850.94	-0.02

Based on the removal of existing soil mounds

Volume in proposed scenario	Volume avaliable at 200mm incriments	Change in available volume
853.78	389.23	0.56
464.55	313.82	1.40
150.73	128.65	0.22
22.08	21.46	0.02
0.62	0.62	0.62
0.00	0.00	0.00
	853.78	2.82



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GeoSmart Information Limited is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the Code.

The Search Code:

- provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential and commercial property within the United Kingdom.
- sets out minimum standards which firms compiling and selling search reports have to meet.
- promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals.
- enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services.
- By giving you this information, the search firm is confirming that they keep to the principles of the Code. This provides important protection for you.

The Code's core principles

Firms which subscribe to the Search Code will:

- display the Search Code logo prominently on their search reports.
- act with integrity and carry out work with due skill, care and diligence.
- at all times maintain adequate and appropriate insurance to protect consumers.
- conduct business in an honest, fair and professional manner.
- handle complaints speedily and fairly.
- ensure that products and services comply with industry registration rules and standards and relevant laws.
- monitor their compliance with the Code.



Complaints

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Code.

Please note that all queries or complaints regarding your search should be directed to your search provider in the first instance, not to TPOs or to the PCCB.

TPOs contact details:

The Property Ombudsman scheme

Milford House

43-55 Milford Street

Salisbury

Wiltshire SP1 2BP

Tel: 01722 333306

Fax: 01722 332296

Email: admin@tpos.co.uk

You can get more information about the PCCB from www.propertycodes.org.uk. Please ask your search provider if you would like a copy of the search code

Complaints procedure

GeoSmart Information Limited is registered with the Property Codes Compliance Board as a subscriber to the Search Code. A key commitment under the Code is that firms will handle any complaints both speedily and fairly. If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: admin@tpos.co.uk.



We will co-operate fully with the Ombudsman during an investigation and comply with his final decision. Complaints should be sent to:

Martin Lucass

Commercial Director

GeoSmart Information Limited

Suite 9-11, 1st Floor,

Old Bank Buildings,

Bellstone, Shrewsbury, SY1 1HU

Tel: 01743 298 100

martinlucass@geosmartinfo.co.uk



8. Terms and conditions, CDM regulations and data limitations



Terms and conditions can be found on our website:

http://geosmartinfo.co.uk/terms-conditions/

CDM regulations can be found on our website:

http://geosmartinfo.co.uk/knowledge-hub/cdm-2015/

Data use and limitations can be found on our website:

http://geosmartinfo.co.uk/data-limitations/