

creating a better place
for people and wildlife



The Stable Yard
Chantry Lane
York
YO23 2QF

Date: 2 February 2021

Dear Mr Wright

We have received reports from our contractors of incidents involving yourself that occurred on Thursday 21st and Friday 22nd January 2021, in and around our working area on Chantry Lane, Bishopthorpe. This working area was set up to allow vegetation and tree clearance to take place ahead of construction of the Environment Agency Flood Alleviation Scheme for Bishopthorpe.

We understand that at approx. 10:45 on the 21st January you made your way through the barriers placed around the working area for the protection of the public and our staff and contractors, and entered the working area. You were repeatedly warned by our on-site contractors of the dangers posed to yourself and others as a result of your actions. Your response to these warnings was disrespectful and physically intimidating, particularly within the context of a global pandemic, where social distancing and consideration for others is so important.

We understand that you repeated your actions on the morning /afternoon of the following day, Friday 22nd January. On both occasions your actions put both yourself and our contractors at risk, and caused work to be halted.

We have high expectations of how our staff and contractors behave and treat others. We have similarly high expectations of how our staff and contractors will themselves be treated by the public.

We are committed to providing a professional and fair service to everyone we work with and our Customer Service Commitment sets out what customers can expect from us. In return we ask that customers respect our staff.

We won't tolerate threatening, abusive or violent behaviour. Under these circumstances no member of staff should be required to or feel obliged to deal with any customer either face to face, over the phone or in correspondence.

We kindly ask you to modify your behaviour and do not abuse our staff and contractors, and do not to come into the working area. The Environment Agency take the welfare of our staff

customer service line 03708 506 506
gov.uk/environment-agency

and contractors seriously. Any further instances will result in an investigation whereby further action may be taken. This could may include involving the police and legal proceedings.

Yours faithfully

Kathy Stevenson

Flood Risk Officer

YorkFloodPlan@environment-agency.gov.uk

Environment Agency, Foss House 1-2, Peasholme Green, Kingspool, York, YO1 7PX

Cc; Louise Milnes CYC Planning Officer; Councillor John Galvin; Bishopthorpe Parish Council

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