



REQUEST 18693

I would like to request the following information:

1. Records of flooding incidents reported over the past 5 years for 18 Carville Grove, Hindley Green
2. Details of any investigations, reports, or assessments carried out by Wigan Council (or on behalf of the Council) relating to flooding in this area.
3. Copies of correspondence, reports, or meeting notes between Wigan Council and other bodies (e.g. United Utilities, Environment Agency, Highways, developers) regarding flooding in this area in the past 5 years.
4. Information on planned or completed drainage, flood prevention, or infrastructure works intended to address flooding in this area.
5. Any risk assessments or flood risk maps the Council holds that cover this area.

RESPONSE

1. We have 2 records of reported flooding from residents at Carville Grove over the past 5 years, with both reports from this year. We had a report from United Utilities from 2024.
2. See attached for reports.
3. See attached correspondence between Wigan Council, the Environment Agency, GMCA and United Utilities.
4. We are working with the Environment Agency and United Utilities to assess the issues in this area and any works which could be completed to address flooding in this area.
5. Flood risk maps are available online at [Find the location - Flood map for planning - GOV.UK](#)

EA Wigan Monthly Flood Risk catch up 04.08.25

[REDACTED] Wigan Flood Risk
[REDACTED] PSO GMMC
[REDACTED] PSO C&L
[REDACTED], EA Local Authority Advisor
[REDACTED] EA PSO

Apologies

[REDACTED], EA Asset Performance GMMC
[REDACTED] Wigan Flood Risk Engineer
[REDACTED] Flood Resilience

Actions in yellow with initials and organisation in ()

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[REDACTED]

[REDACTED]

[REDACTED]

Carville Grove - GMMC

A resident has put in a claim for compensation. Problem possibly under Wigan land so now due to cctv/jet if possible. ND (**Wigan**) to chase result of Wigan contractors investigation on Alder Lane. Contractors are due to visit again to try and pinpoint location of blockage ahead of a dig down. They cctv'd a significant distance d/s of 61 Alder Lane during their earlier cctv/jetting operation. ND (WIGAN) to update with progress.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Making Space for Water meetings and other issues

??

[REDACTED]

From: [REDACTED]
Sent: 01 October 2025 09:19
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Carville Grove

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Great news. Could you keep us posted re progress please.

[REDACTED]

Greater Manchester, Merseyside and Cheshire Area
Environment Agency | Richard Fairclough House | Knutsford Road | Warrington | WA4 1HT
[REDACTED]

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Visit the website - <https://www.gov.uk/environment-agency>

From: [REDACTED]
Sent: 01 October 2025 09:17
To: [REDACTED]
Cc: [REDACTED] >
Subject: RE: Carville Grove

Hi,

Yes we were with [REDACTED] he has confirmed he will cover the cost of the whole CCTV so we have asked our contractor to get this done asap.

Thanks

[REDACTED]

Places: Economy and Environment
Wigan Council
Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ
[REDACTED]
www.wigan.gov.uk
www.twitter.com/wiganCouncil
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From: [REDACTED]
Sent: 01 October 2025 09:14
To: [REDACTED]
Subject: Carville Grove

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Hi All,

I had a message yesterday after the Hindley meeting from [REDACTED] to say that he'd discussed Carville Grove with [REDACTED] had said that he was going to find 5k for the cctv survey work. Are you aware of this [REDACTED]?

Presumably we wouldn't be able to get anything started this week, ahead of the anticipated rain, would we?

Regards,

[REDACTED]

[REDACTED]

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[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 26 September 2025 15:44
To: [REDACTED]
Subject: RE: Carville Grove Discussion

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Hi [REDACTED]

Everyone is happy with the below response

Dear [REDACTED],

Many thanks for your email and I can confirm receipt of your complaint.

The Environment Agency, Wigan Council and United Utilities are working together to investigate the flood events you have experienced. We understand the impact, stress and disruption that repeated flooding can cause to you your family and community. We want to reassure you we are working in partnership with all risk management authorities to reduce the risk of flooding within the area.

Once the investigations are complete, we will arrange a meeting for yourself and neighbours to discuss the findings and next steps. We will keep you up to date with any investigations being carried out.

If you have any further queries or question in the meantime, please do not hesitate to contact us.

Kind regards

From: [REDACTED] >
Sent: 26 September 2025 15:15
To: [REDACTED]
[REDACTED]
[REDACTED]

Hi,

Have we got the sign off for this response? I've had another email this afternoon so could do with sending a holding response to the different enquiries ASAP.

Thanks

Sent from [Outlook for Android](#)

[REDACTED]
Sent: Friday, September 26, 2025 1:23:22 PM

To: [REDACTED]

Subject: Re: Carville Grove Discussion

Yep fine with me

Sent from [Outlook for Android](#)

From: [REDACTED]

Sent: Friday, September 26, 2025 12:21:11 PM

To: [REDACTED]

Subject: RE: Carville Grove Discussion

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Thanks [REDACTED]

That looks good to me however I think [REDACTED] needs to confirm she is happy with it. [REDACTED]

From: [REDACTED]

Sent: 26 September 2025 11:38

To: [REDACTED]

Subject: RE: Carville Grove Discussion

Hi All

Following yesterday's meeting, I took an action to send a holding response to a resident on Carville Grove. Please can you confirm you are happy with the below response to the residents or provide me with any comments

Dear [REDACTED]

Many thanks for your email and I can confirm receipt of your complaint.

The Environment Agency, Wigan Council and United Utilities are working together to investigate the flood events you have experienced. We understand the impact, stress and disruption that repeated flooding can causes to you your family and community. We want to reassure you we are working in partnership with all risk management authorities to reduce the risk of flooding within the area.

Once the investigations are complete, we will arrange a meeting for yourself and neighbours to discuss the findings and next steps. We will keep you up to date with any investigations being carried out.

If you have any further queries or question in the meantime, please do not hesitate to contact us.

Kind regards

-----Original Appointment-----

From: [REDACTED]

Sent: 24 September 2025 19:58

To: [REDACTED]
[REDACTED]

Subject: Carville Grove Discussion

When: 25 September 2025 16:00-17:00 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.

Where: Microsoft Teams Meeting

Please find attached a draft response to work on during our meeting hopefully we can put together a joint response that can be used to respond to a number of enquiries we are all receiving.

Hi all,

Please can we set this time aside to discuss Carville Grove as a matter of urgency following further flooding on the 20th September.

Please also note that the issue has been picked up by BBC News and our media team anticipates this will be on the 6pm news tomorrow evening following a request for comment.

Thanks
[REDACTED]

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 376 359 363 158 0

Passcode: kg3QR7kJ

Dial in by phone

[+44 20 3321 5208,,995083793#](#) United Kingdom, City of London

[Find a local number](#)

Phone conference ID: 995 083 793#

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

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[REDACTED]

From: [REDACTED]
Sent: 23 September 2025 09:30
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Flooding Carville Grove

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Great thanks will arrange a call to discuss, is anytime day better for you this week.

We are sending Community information officers out this morning to collate data, any thing they need to be aware off.

Thanks

[REDACTED]

From: [REDACTED]
Sent: 23 September 2025 08:50
To: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: Flooding Carville Grove

Hi [REDACTED]

I think it would be best to respond as a partnership if we can. We have the cctv back which shows the culvert was clear as of two weeks ago, we have a team out this afternoon to check if the outfall is submerged.

Thanks

[REDACTED]

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Wigan Council
Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ

[REDACTED]
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From: [REDACTED]
Sent: 23 September 2025 08:19

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: Flooding Carville Grove

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Hi [REDACTED]

We have had the below complaint in from Carville Grove. I will need to send this through to our customer and engagement team to log as a complaint. Do we want to respond as a partnership. Happy to arrange a meeting to discuss, if you could let me know.

Thanks

[REDACTED]

From: [REDACTED]

Sent: 22 September 2025 16:57

To: [REDACTED]

Subject: Re: Flooding

FAO: [REDACTED]

I am submitting a formal complaint regarding yet another flooding incident at my property on 20th September 2025. This follows the catastrophic flooding of my home on 1st January 2025. Despite assurances and repeated communication over the past nine months, it is now clear that the underlying issues have not been addressed, and my family and I are once again left to deal with the devastating consequences.

This situation is wholly unacceptable. For almost a year, I have been in constant contact with Wigan Council and other agencies, raising concerns, requesting updates, and seeking assurances that remedial work would be carried out. The fact that my home has flooded again after only one day of rainfall demonstrates beyond doubt that no meaningful progress has been made.

I am formally requesting a face-to-face meeting with an appropriate senior representative of all agencies who have some part to play in matters affecting our priorities. I expect these meetings to include clear answers and full transparency regarding:

1. The actions taken (or not taken) by Wigan Council in the nine months since January 2025.
2. What assessments or investigations have been carried out into the drainage failures affecting my estate.

3. Which agencies Wigan Council has engaged with regarding this issue, and what outcomes were achieved.

4. What the immediate plan of action is to prevent further flooding of my property and neighbouring homes.

The residents of Carville Grove, including myself, have been left in limbo, abandoned by the very organisations we pay taxes and charges to. United Utilities point the finger at the Council, the Council points towards the Environment Agency, and the Environment Agency points back again—while families like mine suffer the consequences. This endless cycle of blame-shifting is not only deeply frustrating, it is negligent.

The damage to my property, my finances, and my wellbeing cannot be overstated. Over the past nine months, I have poured significant time, money, and energy into rebuilding my home and life, only for those efforts to be undone in a single day because the root causes of flooding here remain unresolved. The toll this has taken on myself and my family is intolerable, and it is not sustainable.

I am therefore demanding:

A formal written response to this complaint, detailing exactly what Wigan Council has done since January 2025.

A face-to-face meeting to be arranged as a matter of urgency.

A clear and actionable plan to address the drainage and flooding problems affecting my estate.

I trust this complaint will be taken with the seriousness it deserves.

I look forward to your urgent reply.

Yours faithfully,

A large black rectangular redaction box covering the signature of the sender.

On Mon, 22 Sept 2025, 13:36  wrote:

Hi 

Further to or recent telephone conversation, email for you to send information through to and my contact details.

Kind regards



Environment Agency | Richard Fairclough House, Knutsford Road, Latchford, Warrington, WA4 1HT



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[REDACTED]

From: [REDACTED]
Sent: 22 September 2025 12:31
To: [REDACTED]
Subject: RE: Carville Grove/Briar Close

Yeah the one as you turn left at the pub junction

[REDACTED]
[REDACTED]
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Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ
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From: [REDACTED]
Sent: 22 September 2025 12:28
To: [REDACTED]
Subject: Re: Carville Grove/Briar Close

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Thanks. Do you mean the culvert outlet under the bridge where it outfalls to Marsh Brook.

Sent from [Outlook for iOS](#)

From: [REDACTED]
Sent: Monday, September 22, 2025 12:18:00 PM
To: [REDACTED]
Subject: RE: Carville Grove/Briar Close

Hi [REDACTED]

We will have a contractor out tomorrow afternoon to jet and cctv the culvert again from Alder Lane. The UU assumption on Saturday was incorrect. It is looking as though the issue is due to the submerged outfall on the culvert.

Thanks

[REDACTED]
[REDACTED]
Places: Economy and Environment
Wigan Council

Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ

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From: [REDACTED]

Sent: 22 September 2025 12:04

To: [REDACTED]

Subject: Carville Grove/Briar Close

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Hi L [REDACTED], we are going to send CIO's out tomorrow to the above. Do you have any information yourself yet other than the fact that some properties flooded.

Regards,

[REDACTED]

Sent from [Outlook for iOS](#)

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[REDACTED]

From: [REDACTED]
Sent: 06 August 2025 14:53
To: [REDACTED]
Subject: RE: Carville Grove Update

Hi Both,

I have asked the contractors to give us a date when they can start, I'll let you know when its been arranged.

[REDACTED]
[REDACTED]
Places: Economy and Environment
Wigan Council
Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ

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From: [REDACTED]
Sent: 06 August 2025 14:49
To: [REDACTED]
Subject: RE: Carville Grove Update

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Hi [REDACTED],

Before we put a response together, are you able to provide me with what you've advised. I know that [REDACTED] has mentioned the sonde but do you know when this is going to happen.

Regards,

[REDACTED]
[REDACTED]
Greater Manchester, Merseyside and Cheshire Area
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Visit the website -<https://www.gov.uk/environment-agency>

From: [REDACTED] >

Sent: 06 August 2025 11:38

To: [REDACTED]
[REDACTED]

Subject: RE: Carville Grove Update

Sorry both,

It was the 7th July for the second visit

[REDACTED]
[REDACTED]
Places: Economy and Environment
Wigan Council
Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ
[REDACTED]

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www.facebook.com/WiganCouncilOnline

From: [REDACTED]

Sent: 06 August 2025 07:57

To: [REDACTED]
Cc: [REDACTED]

Subject: Carville Grove Update

Hi [REDACTED]

Please can I have a timeline of visits and findings for Carville Grove asap?

Thanks

[REDACTED]
[REDACTED]
Places: Economy and Environment
Wigan Council
Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ
[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 25 July 2025 13:20
To: [REDACTED]
Subject: RE: Cargill Grove/Alder Lane

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Good timing [REDACTED] I was just about to put our response together. Am I able to say that as the culvert runs under a lot of Wigan owned land, you are leading on the actual investigation. I can be a bit vague as to where we think a blockage is thought to be

[REDACTED]
[REDACTED]

Greater Manchester, Merseyside and Cheshire Area
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[REDACTED]

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Visit the website - <https://www.gov.uk/environment-agency>

From: [REDACTED]
Sent: 25 July 2025 13:16
To: [REDACTED]
Subject: RE: Cargill Grove/Alder Lane

Hi [REDACTED]

Can we stay clear of saying blockage in the highway until we know for certain what and where the problem is. Just cautious that we originally said it was most likely not our responsibility.

Thanks

[REDACTED]
[REDACTED]

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[REDACTED]

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From: [REDACTED]
Sent: 25 July 2025 12:47
To: [REDACTED]
Subject: RE: Cargill Grove/Alder Lane

Hi [REDACTED],

I was just working on an update for [REDACTED] on this one. Hope this is OK.

Our contractors will be undertaking further investigations to identify the exact location of the blockage beneath the highway which was found during our previous survey. We are hoping to achieve this by surveying the pipe from the outfall. I will be attending a site meeting with the contractors next week to discuss next steps.

I hope this is a sufficient update, there isn't much but hopefully we will have more next week.

Regards,

[REDACTED]
[REDACTED]
Places: Economy and Environment
Wigan Council
Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ

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www.twitter.com/wigancouncil
www.facebook.com/WiganCouncilOnline

From: [REDACTED]
Sent: 25 July 2025 08:40
To: [REDACTED]
Subject: Cargill Grove/Alder Lane

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Hi,

We've been chased up again re progress on the blocked culvert investigation. I know that contractors have been recently and managed to cctv a few metres before hitting a blockage in the vicinity of a relatively new telegraph pole. Is there anything else that we can say at this time. I also know that you advised him that you were currently actually doing the investigation, presumably you'd be happy for me to advise him of this again, which may mean that he chases you again going forward.

Please advise.

Regards,

Greater Manchester, Merseyside and Cheshire Area
Environment Agency|Richard Fairclough House|Knutsford Road|Warrington|WA4 1HT

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Wigan Borough Making Space for Water Meeting

23rd January 2025

10am – 12pm

Meeting Minutes



Item	Overview	By
1.	Introductions Present (WC) (WC) (WC) (UU) (UU) (UU) (UU) (EA) (EA) (UU) (WC) (WC) Apologies (GMCA) (WC) (WC) (EE) (EA)	ND
2.	Wigan Update <!-- Redacted content -->	Flood Risk & Highways ND/LM/KS/CL/MS

[REDACTED]

From: [REDACTED]
Sent: 13 October 2025 09:39
To: [REDACTED]
Subject: RE: Carville Grove

Hi [REDACTED]

Our team will be out again this week to complete the full survey of the culvert and the outlet to the clayhole. So far they have surveyed from the outlet to the rear of 61 with no issues found. They have removed the silt build up from the outlet.

Thanks

[REDACTED]
[REDACTED]
Places: Economy and Environment
Wigan Council
Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ
[REDACTED]
www.wigan.gov.uk
www.twitter.com/wigancouncil
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From: [REDACTED]
Sent: 10 October 2025 13:26
To: [REDACTED]
Subject: Carville Grove

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Hi [REDACTED],

Just wondering what the latest is from your side regarding Carville Grove? Do we need a meeting to discuss ahead of any planned joint visit?

Thanks,



[REDACTED]
[REDACTED]
[REDACTED]
unitedutilities.com

[REDACTED]

From: [REDACTED]
Sent: 03 October 2025 13:12
To: [REDACTED]
Subject: RE: Carville Grove - Hindley

We don't know the cause of issue at present. It was originally assumed to be a blockage on the culvert but this has been removed and mapped correctly. The outfall has a partial silt build up which we will be removing asap but unsure of the level at which the watercourse reached, possibly causing a water lock on the outfall.

If it can not go into the UU network I will ask the team to discharge to the watercourse further downstream but this adds time to our response which may mean the tanker is not efficient.

Thanks

[REDACTED]
[REDACTED]
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From: [REDACTED]
Sent: 03 October 2025 12:43
To: [REDACTED]
[REDACTED]
Subject: Re: Carville Grove - Hindley

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Hi

So is it an issue whereby the SW can't physically get down the culvert quickly enough due to some form of blockage/defect so it's backing up and coming out of manholes? If its is meant to go out to the watercourse why would it cause issues discharging to the watercourse?

Regards



From: [REDACTED]
Sent: Friday, October 3, 2025 12:21 PM
To: [REDACTED]
Subject: RE: Carville Grove - Hindley

The culvert discharges to the watercourse so may cause more issues

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From: [REDACTED]
Sent: 03 October 2025 12:21
To: [REDACTED]
Subject: Re: Carville Grove - Hindley

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[REDACTED] - just in the interim, is it worth speaking to the EA?

If only surface water then you could agree a discharge to a nearby watercourse?

Thanks,



From: [REDACTED]

Sent: Friday, October 3, 2025 12:16 PM

To: [REDACTED]

Subject: RE: Carville Grove - Hindley

Thank you 😊



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From: [REDACTED]

Sent: 03 October 2025 12:11

To: [REDACTED]



Subject: Re: Carville Grove - Hindley

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Ok we are getting hold of a resource now to look at this and will come back asap.

Thanks,



From: [REDACTED]
Sent: Friday, October 3, 2025 12:09 PM
To: [REDACTED]
Subject: RE: Carville Grove - Hindley

Hi [REDACTED]

Its just incase we need it later this evening or over the weekend.

We have carried out further investigations this week and have asked for a team to ensure the outlet is clear but this is just a pre-emptive measure in case tankers are needed.

Thanks

[REDACTED]
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89296
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From: [REDACTED]
Sent: 03 October 2025 12:06
To: [REDACTED]
Subject: Re: Carville Grove - Hindley

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Hiya,

Can you link in with [REDACTED] or [REDACTED] on this and we will look into as an option as soon as we can?
Are you envisaging this for this evening or is this immediate?

It might be that if tankering comes a wider mitigation measure; then we should run as an incident through LRF to ensure we keep the comms going with the right resources too.

Thanks,



From: [REDACTED]
Sent: Friday, October 3, 2025 12:00 PM
To: [REDACTED]
Subject: Carville Grove - Hindley

Hi [REDACTED]

I am not sure if you cover the Hindley/Hindley Green area but if not please can you point me in the right direction!

The flooding at Carville Grove, WN2 4NN, is an ongoing issue but we have no location for the tankers to discharge, can our teams have a number for UU, like we do for Bickershaw Lane, to see if we can discharge into a UU manhole until the issue is resolved?

Thanks

[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 22 September 2025 08:23
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Flood Basin at Coppull Lane Swindley
Attachments: carville

Hi

Re Carville Grove – photos attached. Flooding was concentrated around 4/5 houses and the council cleared water from the road at the lowest point – water also coming from properties as they pumped out. It took around 20 trips for the tankers, but the properties were all still deep in water as they were lower than the road.

All the residents seemed knowledgeable of UU previously attending last year and them saying was a bigger job than they thought – but didn't return.

One neighbour was an EX UU employee. He heard it was an expensive repair to fix in the drain somewhere further along taking the housing estate water to the stream.

Ian

[REDACTED]
[REDACTED]
Resident Services
Wigan Council
Wigan Life Centre, College Avenue, Wigan WN1 1NJ
[REDACTED]
www.wigan.gov.uk

From: [REDACTED]
Sent: 21 September 2025 18:15
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Flood Basin at Coppull Lane Swindley

Hi [REDACTED]

Copying in [REDACTED] who is the FIO and attended site last night.

Ian can you help [REDACTED] with her query? See email trail below.

[REDACTED]

Sent from [Outlook for iOS](#)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Sandbags delivered to those who needed

FIO still on site but will be leaving shortly

[REDACTED]

██████████

11/11/2016

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 21 September 2025 14:56
To: [REDACTED]
Subject: RE: URGENT / FYI

Of course, his number is [REDACTED]

From: [REDACTED]
Sent: 21 September 2025 14:14
To: [REDACTED]
Subject: Re: URGENT / FYI

The plan UU have sent doesn't represent what we found, please can you forward over [REDACTED]'s number and we can give him a call to discuss?

Thanks

Sent from [Outlook for Android](#)

From: [REDACTED]
Sent: Sunday, September 21, 2025 2:03:47 PM
To: [REDACTED]
Subject: RE: URGENT / FYI

Great stuff, thanks [REDACTED]

From: [REDACTED]
Sent: 21 September 2025 14:03
To: [REDACTED]
Subject: Re: URGENT / FYI

Hi,

I've messaged a contractor and asked if he can get a jetter and cctv unit out tomorrow to see what's going on.

Thanks

Sent from [Outlook for Android](#)

From: [REDACTED]
Sent: Sunday, September 21, 2025 1:56:53 PM

To: [REDACTED]

Subject: RE: URGENT / FYI

Yes they have been there yesterday and today to support. The detail in the email from UU outlines there findings, not explicit that there is a blockage but water draining away elsewhere leads to that assumption (sorry I'm not technical with the terminology).

[REDACTED] the technician I spoke with and who sent the detail is happy for someone to call him for further info, I have his personal number which he said I could share with you if needed.

Thanks

[REDACTED]

From: [REDACTED]

Sent: 21 September 2025 13:51

To: [REDACTED]

Subject: Re: URGENT / FYI

Hi [REDACTED],

Did UU attend yesterday and find the blockage? We have been out two weeks ago and removed a blockage on the network and were unaware of any other blockages at the time.

Thanks

Sent from [Outlook for Android](#)

From: [REDACTED]

Sent: Sunday, September 21, 2025 1:45:39 PM

To: [REDACTED]

Subject: FW: URGENT / FYI

Hi all

UU have been on in regards to ongoing issues at Carville Grove, Hindley that they have been supporting with. Sketches are attached, of note in particular is an obstruction between the manholes on sketch three which he recommends needs urgent attention to prevention further issues. His recommendation was that this was jetted and a camera used to assess further.

No addition support that they can provide as it's not linked to their assets.

[REDACTED] Are you are aware of the above, and can this be actioned as a matter of urgency tomorrow unless we are able to recommend any support / works that could be put in place today? [REDACTED]

Thanks

From: [REDACTED]
Sent: 21 September 2025 13:32
To: [REDACTED]
Subject: FW: URGENT / FYI

You don't often get email from nathan.flood@uuplc.co.uk. [Learn why this is important](#)

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From: [REDACTED]
Sent: 21 September 2025 13:30
To: [REDACTED]
Subject: URGENT / FYI

Hi [REDACTED]

Please see attached this needs to be looked at urgently please to prevent ext/int flooding jetting and camera unit required to check for potential partial restriction on water course. Sketch 3 shows both x2 private assets in which blockage is likely between.

Cheers



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[REDACTED]

From: [REDACTED]
Sent: 17 September 2025 16:03
To: [REDACTED]
Subject: FW: Alder lane survey

FYI

[REDACTED]
Wigan Council – Resident Services
Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ
[REDACTED]
www.wigan.gov.uk
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From: [REDACTED]
Sent: 17 September 2025 15:44
To: [REDACTED]
Subject: Alder lane survey

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Hi [REDACTED]

Please see attached survey for Alder lane, Hindley green.

Regards,

[61 ALDER LANE HINDLEY DRAINAGE PLAN.jpg](#)

[61 ALDER LANE HINDLEY DRAINAGE REPORT.pdf](#)

TITLE 1 - GULLYPOT DOWNSTREAM.mp4

TITLE 2 - MH OUTSIDE NO61 DOWNSTREAM AFTER JET.mp4


ISM Construction Ltd




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>><<



[REDACTED]

From: [REDACTED]
Sent: 06 August 2025 11:18
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Carville Grove Update

Visit 1: 12th June – Contractors visited in the afternoon following works on Manchester Road. CCTV/jetting upstream from manhole in grass verge and found no connectivity to culverted watercourse, believed to be surface water system for adjacent industrial building.

Visit 2: 26th June – Full day. Downstream Jetting/CCTV from manhole outside of No 61 Alder Lane. Tanker on-site to continuously pump out the water from the manhole to enable works to go ahead. Jetter got stuck a few hundred meters downstream of the manhole. Believed to be a blockage or collapse beneath the road near to a telegraph pole.

Visit 3: TBD – Sonde to find the exact location of the blockage.

Regards,

[REDACTED]
[REDACTED]
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Wigan Council
Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ
[REDACTED]
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From: [REDACTED]
Sent: 06 August 2025 07:57
[REDACTED]
Subject: Carville Grove Update

Hi [REDACTED],

Please can I have a timeline of visits and findings for Carville Grove asap?

Thanks

[REDACTED]
[REDACTED]
Places: Economy and Environment
Wigan Council
Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ
[REDACTED]
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