

#### **REQUEST 18693**

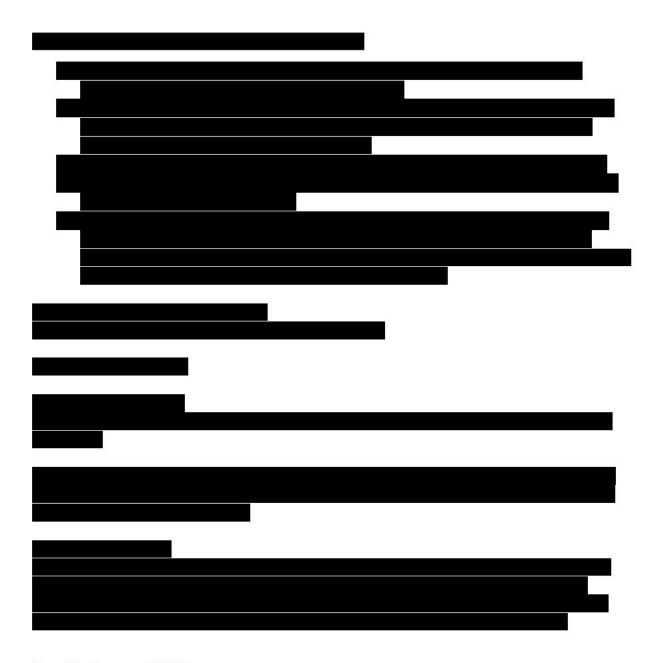
#### **RESPONSE**

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
- 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. Details of any investigations, reports, or assessments carried out by Wigan Council (or on behalf of the Council) relating to flooding in this area.
- 2. See attached for reports.
- 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.
- 3. See attached correspondence between Wigan Council, the Environment Agency, GMCA and United Utilities.
- 4. Information on planned or completed drainage, flood prevention, or infrastructure works intended to address flooding in this area.
- 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. Any risk assessments or flood risk maps the Council holds that cover 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

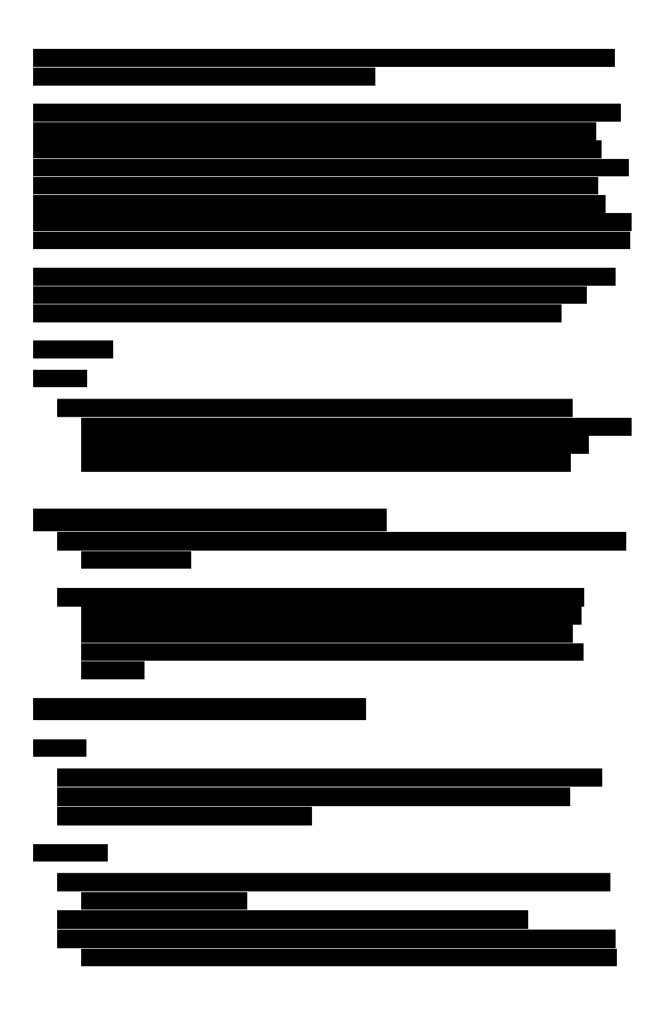
Wigan Flood Risk PSO GMMC PSO C&L , EA Local Authority Advisor EA PSO **Apologies** , EA Asset Performance GMMC Wigan Flood Risk Engineer Flood Resilience Actions in yellow with initials and organisation in ()



#### 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.







Making Space for Water meetings and other issues

From:
Sent: 01 October 2025 09:19

To:
Cc:
Subject: RE: Carville Grove

CAUTION External E-Mail: Take extra care before clicking links, attachments and actioning requests. Think Before you Click

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

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

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

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

Hi,

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

**Thanks** 

Places: Economy and Environment

Wigan Council

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

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From:
Sent: 01 October 2025 09:14
To:
Subject: Carville Grove
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Hi All,
I had a message yesterday after the Hindley meeting from to say that he'd discussed Carville  Grove with had said that he was going to find 5k for the cctv survey work. Are you aware of this ?
Presumably we wouldn't be able to get anything started this week, ahead of the anticipated rain, would we?
Regards,
Greater Manchester, Merseyside and Cheshire Area Environment Agency Richard Fairclough House Knutsford Road Warrington WA4 1HT
Follow us on Twitter @EnvAgencyNW
Visit the blogspot - <a href="https://environmentagency.blog.gov.uk">https://environmentagency.blog.gov.uk</a> Visit the website - <a href="https://www.gov.uk/environment-agency">https://www.gov.uk/environment-agency</a>
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**Sent:** 26 September 2025 15:44

To:

Subject: RE: Carville Grove Discussion

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Hi

Everyone is happy with the below response

Dear ,

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:

Sent: 26 September 2025 15:15

To:

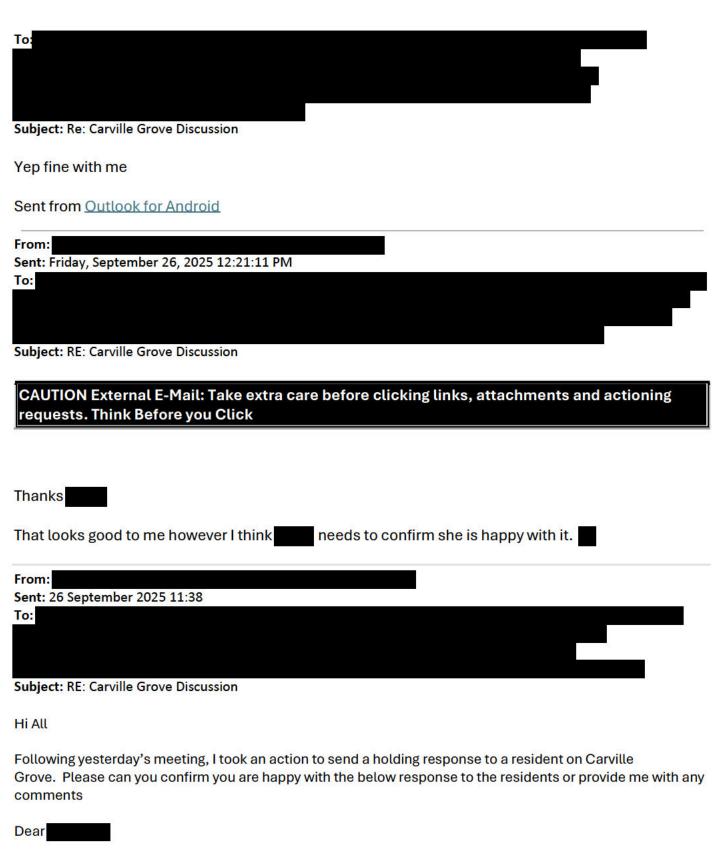
Hi,

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

Sent: Friday, September 26, 2025 1:23:22 PM



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:

Sent: 24 September 2025 19:58

To:

**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 20<sup>th</sup> 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** 

\_\_\_\_\_\_

# 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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From:
Sent: 23 September 2025 09:30
To:
Cc:
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** 

From:
Sent: 23 September 2025 08:50
To:

Subject: RE: Flooding Carville Grove

Hi

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

Places: Economy and Environment

Wigan Council

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

www.wigan.gov.uk

www.twitter.com/wigancouncil

www.facebook.com/WiganCouncilOnline

From:

Sent: 23 September 2025 08:19

To:	
Cc:	

Subject: FW: Flooding Carville Grove

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Hi

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** 

From:

Sent: 22 September 2025 16:57

To:

Subject: Re: Flooding

FAO:

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 prioerties. 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,



On Mon, 22 Sept 2025, 13:36

wrote:

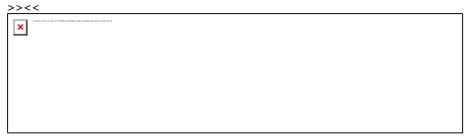
Hi

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



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**Sent:** 22 September 2025 12:31

To:

Subject: RE: Carville Grove/Briar Close

Yeah the one as you turn left at the pub junction

Places: Economy and Environment

Wigan Council

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

www.wigan.gov.uk

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From:

Sent: 22 September 2025 12:28

To:

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:

Sent: Monday, September 22, 2025 12:18:00 PM

To:

Subject: RE: Carville Grove/Briar Close

Hi

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** 

Places: Economy and Environment

Wigan Council

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

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From:

Sent: 22 September 2025 12:04

To:

Subject: Carville Grove/Briar Close

CAUTION External E-Mail: Take extra care before clicking links, attachments and actioning requests. Think Before you Click

Hi Lagrae, 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,



#### Sent from Outlook for iOS

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From: Sent: 06 August 2025 14:53 To: 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. Places: Economy and Environment Wigan Council Wigan Life Centre (South site), College Avenue, Wigan WN1 1NJ www.wigan.gov.uk www.twitter.com/wigancouncil www.facebook.com/WiganCouncilOnline From: Sent: 06 August 2025 14:49 Subject: RE: Carville Grove Update CAUTION External E-Mail: Take extra care before clicking links, attachments and actioning requests. Think Before you Click Hi Before we put a response together, are you able to provide me with what you've advised. I know that has mentioned the sonde but do you know when this is going to happen. Regards,

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

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

From:
Sent: 06 August 2025 11:38
To:
Subject: RE: Carville Grove Update

Sorry both,

It was the 7<sup>th</sup> July for the second visit

Places: Economy and Environment

Wigan Council

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

www.wigan.gov.uk

www.twitter.com/wigancouncil

www.facebook.com/WiganCouncilOnline

From:

**Sent:** 06 August 2025 07:57

To: Cc:

Subject: Carville Grove Update

Hi

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

**Thanks** 

Places: Economy and Environment

Wigan Council

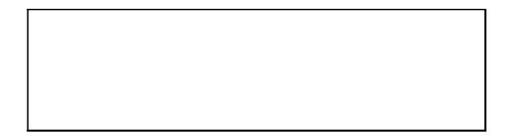
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From: Sent: 25 July 2025 13:20 To: Subject: RE: Cargill Grove/Alder Lane CAUTION External E-Mail: Take extra care before clicking links, attachments and actioning requests. Think Before you Click Good timing I was just about to put our response together. 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 wee think a blockage is though to be Greater Manchester, Merseyside and Cheshire Area Environment Agency | Richard Fairclough House | Knutsford Road | Warrington | WA4 1HT Follow us on Twitter @EnvAgencyNW Visit the blogspot - https://environmentagency.blog.gov.uk Visit the website -https://www.gov.uk/environment-agency From: Sent: 25 July 2025 13:16 Subject: RE: Cargill Grove/Alder Lane Hi 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** Places: Economy and Environment Wigan Council Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ www.wigan.gov.uk www.twitter.com/wigancouncil

www.facebook.com/WiganCouncilOnline

From: Sent: 25 July 2025 12:47 To: Subject: RE: Cargill Grove/Alder Lane
Hi Hi
I was just working on an update for 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,
Places: Economy and Environment Wigan Council Wigan Life Centre(South site), College Avenue, Wigan WN1 1NJ  www.wigan.gov.uk www.twitter.com/wigancouncil www.facebook.com/WiganCouncilOnline
From: Sent: 25 July 2025 08:40 To: Subject: Cargill Grove/Alder Lane
CAUTION External E-Mail: Take extra care before clicking links, attachments and actioning requests. Think Before you Click

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,

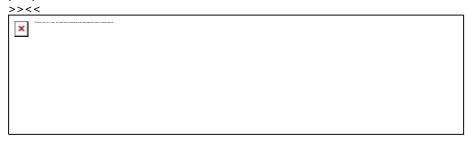


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Visit the website - <a href="https://www.gov.uk/environment-agency">https://www.gov.uk/environment-agency</a>

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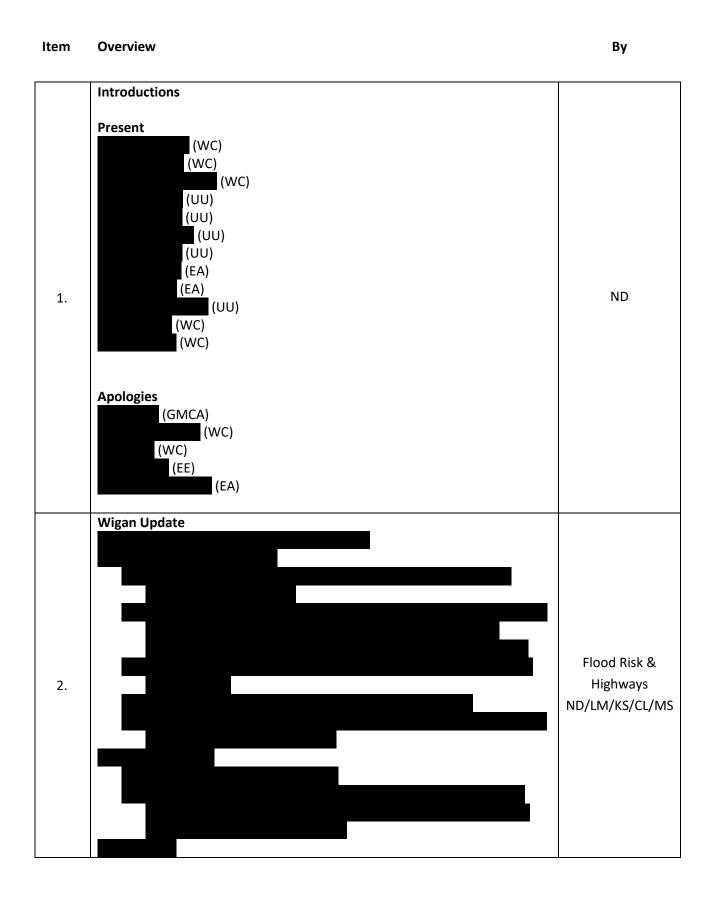
# Wigan Borough Making Space for Water Meeting

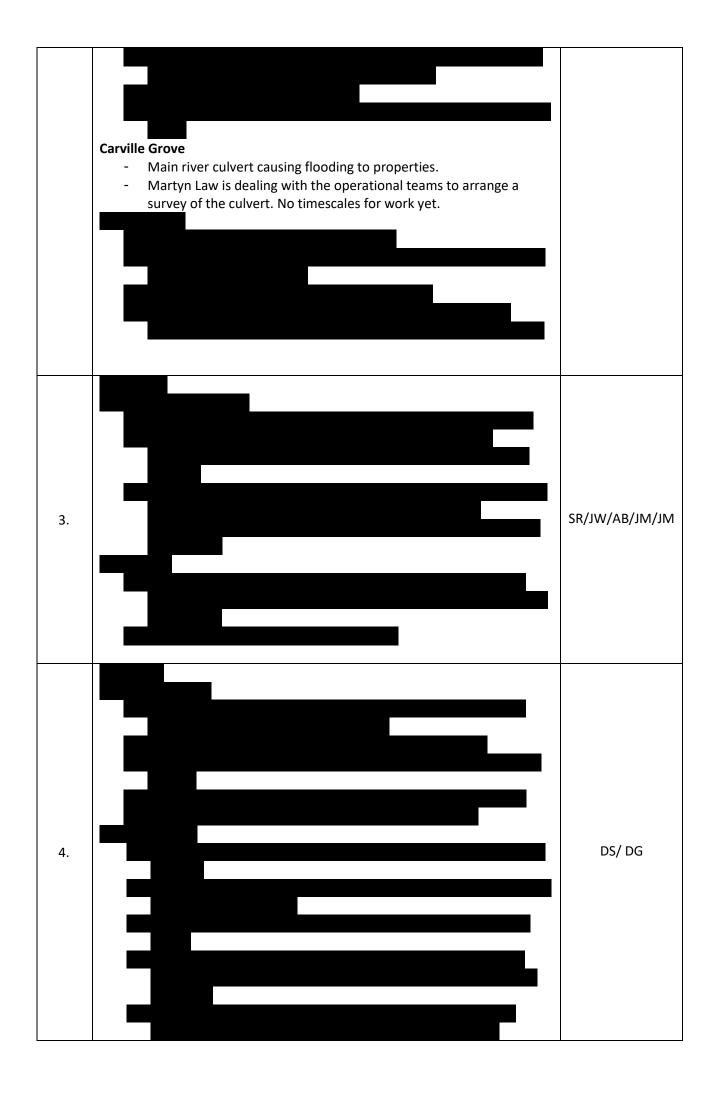
23<sup>rd</sup> January 2025



10am - 12pm

## **Meeting Minutes**





5.	GMCA Update: - N/A	JH
6.	Date of next meeting - TBD	LM/ND

Sent:

13 October 2025 09:39

To:

Subject:

RE: Carville Grove



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. The have removed the silt build up from the outlet.

#### **Thanks**

Places: Economy and Environment

Wigan Council

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

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www.twitter.com/wigancouncil

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From:

Sent: 10 October 2025 13:26

To:

Subject: Carville Grove

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

#### Thanks,



**Sent:** 03 October 2025 13:12

To:

**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** 

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From:

Sent: 03 October 2025 12:43

To:

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



Sent: Friday, October 3, 2025 12:21 PM

To:

Subject: RE: Carville Grove - Hindley

The culvert discharges to the watercourse so may cause more issues

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From:

Sent: 03 October 2025 12:21

To:

Subject: Re: Carville Grove - Hindley

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- 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,



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

To:

Subject: RE: Carville Grove - Hindley

Thank you 😊

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From:

Sent: 03 October 2025 12:11

To:

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:
Sent: Friday, October 3, 2025 12:09 PM To:
16:
Subject: RE: Carville Grove - Hindley
Hi <b>Table</b>
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
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From:
Sent: 03 October 2025 12:06
То:
Subject: Re: Carville Grove - Hindley
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Hiya,
Can you link in with or or 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,



Sent: Friday, October 3, 2025 12:00 PM

To:

Subject: Carville Grove - Hindley

Hi

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**

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From:

Sent: 22 September 2025 08:23

To:

Cc:

Subject: Attachments: RE: Flood Basin at Coppull Lane Swindley

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.

lan

Resident Services Wigan Council

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www.wigan.gov.uk

From:

Sent: 21 September 2025 18:15

To:

Cc:

Subject: Re: Flood Basin at Coppull Lane Swindley

Hi|

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

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

Sent from Outlook for iOS



Crews will be redirected to Carville Grove.

FIO has confirmed that the rain has eased and that everything seems to be holding for now.



## **Carville Grove:**

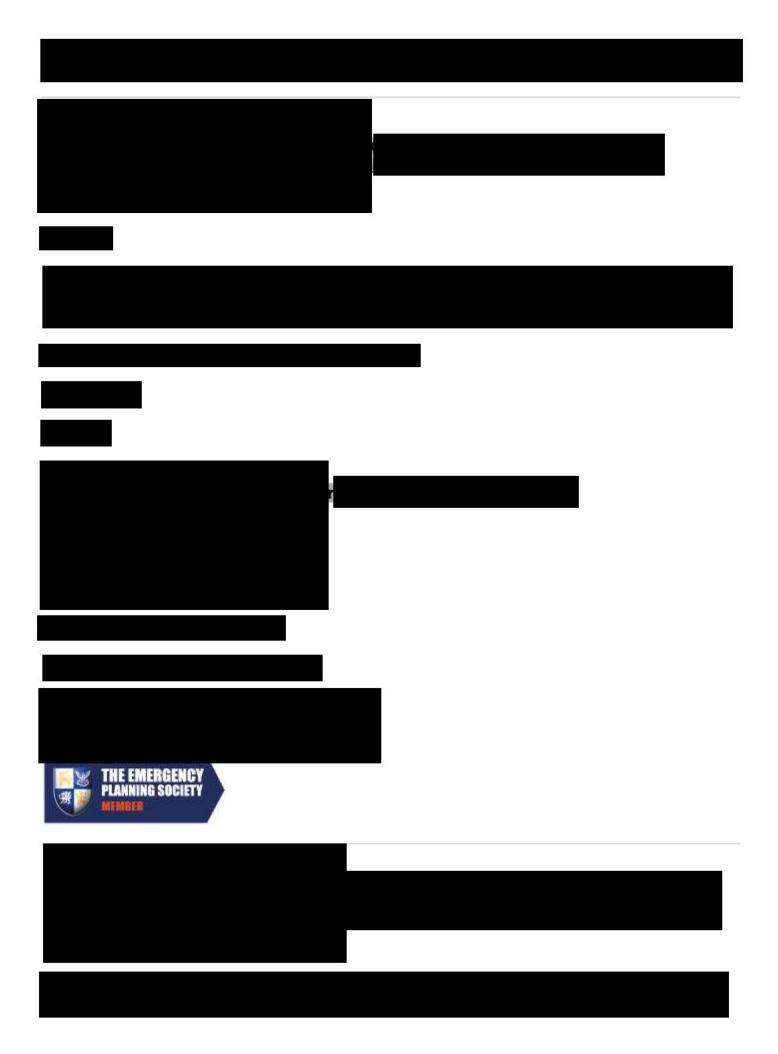
UU redeployed from Lincoln Drive and now on site.

Sandbags delivered to those who needed

Residents report that there is an ongoing issue with a collapsed drain causing the issue – UU and Council aware – not sure how accurate this is but helpful intel.

FIO still on site but will be leaving shortly

Tanners Lane:
Carville Grove still proving tricky Culvert blocked with resident reporting that UU were supposed to clear back in October but didn't. team on site now.



From: Sent: To: Subject:	21 September 2025 14:56  RE: URGENT / FYI
Of course, his number is	
From: Sent: 21 September 2025 14:14	
Subject: Re: URGENT / FYI	
The plan UU have sent doesr number and we can give him	's a call to discuss?
Thanks	
Sent from Outlook for Androi	i <u>d</u>
From: Sent: Sunday, September 21, 202 To: Subject: RE: URGENT / FYI Great stuff, thanks	25 2:03:47 PM
From: Sent: 21 September 2025 14:03	
Subject: Re: URGENT / FYI	
Hi,	
I've messaged a contractor a going on.	and asked if he can get a jetter and cctv unit out tomorrow to see what's
Thanks	
Sent from <u>Outlook for Androi</u>	i <u>d</u>
From: Sent: Sunday, September 21, 202	25 1:56:53 PM



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.

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?

## **Thanks**

\_

From:

Sent: 21 September 2025 13:32

To:

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:

Sent: 21 September 2025 13:30

To:

Subject: URGENT / FYI



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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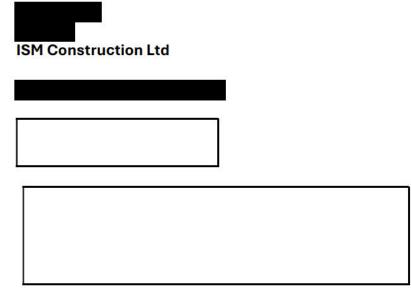
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From: Sent: To: Subject:	17 September 2025 16:03  FW: Alder lane survey
FYI	
Wigan Life C www.wigan. www.twitter	acil – Resident Services Centre(South site), College Avenue, Wigan WN1 1NJ  gov.uk c.com/wigancouncil bok.com/WiganCouncilOnline
From: Sent: 17 Septem To: Subject: Alder la	
	ernal E-Mail: Take extra care before clicking links, attachments and actioning nk Before you Click
	ached 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





From:

**Sent:** 06 August 2025 11:18

To:

Cc: Subject:

RE: Carville Grove Update

Visit 1: 12<sup>th</sup> 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: 26<sup>th</sup> 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 to 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,

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From:

Sent: 06 August 2025 07:57

Subject: Carville Grove Update

Hi ,

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

**Thanks** 

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