

**Appendix 1, Item 10b Development Committee 11 October 2023**  
**Email About Gully Cleansing sent to Neighbourhood Coordinator by Street Scene Technical Support**

Members of the public can ask for updates on service requests by contacting the contact centre either by phone/email or live chat with their customer reference number provided at the time of logging their initial request, they will then be updated with what has happened with their request for gully cleansing, if it has taken place or if there was an issue with it being cleansed.

In 2022, when Steven Lee attended the Town Hall, he advised all local representatives about the gully cleansing schedule and the way gully cleansing service requests are managed. In brief this is stated below:-

In accordance with the “Well-managed Highway Infrastructure 2016” Code of Practice for Highways Authorities, Calderdale has adopted a risk-based approach to both cyclic and reactive gully cleansing.

A borough-wide program of cleansing and data collection has been taking place since 2017 and is now nearing completion. This data along with flood risk information and local knowledge is being used to determine a cyclic maintenance regime with cleansing taking place in accordance with the following categories:

- 6 monthly
- 12 monthly
- 24 monthly
- 5 yearly

Gully cleansing frequencies may be increased or decreased where recorded silt levels deem this to be appropriate.

Ad Hoc requests for cleansing are assessed against a risk matrix involving:

- Date of last visit
- Last recorded silt level
- Flood Risk
- Date of next cyclic cleanse.
- Pictorial evidence or site visit.

Where risks are assessed as low, and flooding is not affecting the property or causing obstruction to the adopted highway cleansing may be delayed until the next cyclic visit.

It is worth noting that on many occasions gully cleansing teams attend both for ad-hoc visits and cyclic cleansing are unable to complete the cleanse as access is obstructed by parked cars.

A few weeks ago, following heavy rains, the “Flood Warden” reported 43 jobs to us between 18/06 and 20/06 out of these jobs the following happened

- 12 of the reported gullies were cleansed all clear and running
- 26 of the reported gullies were all clear and running they required no cleansing and were gullies that became overwhelmed in the heavy rainfall period
- 5 of the reported gullies were logged with a poor location or no location at all, an email was sent on 20/06/2023 chasing further information.

We do have an increasing issue where gullies are repeatedly reported as blocked, we send an officer or the gully wagon and the gully is clear and running and did not require any attendance,

the main issue is that the gully does become overwhelmed in heavy rainfall periods. Another huge issue for us as a service is the number of parked cars either over the gullies or blocking access to the streets due to double parking etc, when we do attend we do knock on doors to try and locate the owners to have the cars moved but sometimes this can be unsuccessful. We have cards that we leave on vehicles to ask them not to park there on the next working day and we will re-attend but sometimes this fails as someone else will park there, we will then try attend at least 3 times before saying we will not attend again until the programmed cyclic visit.

The service is now currently running on 1 x gully wagon during the daytime in the summer then in the Autumn/Winter we change to a 1 x day wagon and 1 x night wagon, I am sure you will agree that these resource are stretched and we try our best

The best way to explain an overwhelmed gully is that during heavy rainfall periods, gullies will become overwhelmed, (this is just like a kitchen sink with only one plug hole for water to escape and it can only manage so much at once), this then results in the gullies filling up and water overflowing them to the next gully or forming a pool. Once the rain has slowed the gullies can manage the rainwater and the pooling/flowing water is reduced. This can also be made worse if the main sewer system is also at capacity and water can not discharge into the system, or if the gullies discharge into a local watercourse when the levels are high sometimes the gullies can not discharge which will result in pipework and chamber filling with water and holding till levels drop, this can result in water pooling. It may take time, but most gullies do settle once rainfall has slowed.

The online reporting system is still in the works, it is not a simple setup as there are a number of variables unlike the street lighting and fly tipping requests. There is also still ongoing work with mapping every single drainage asset within the borough for the system to be set up correctly we have estimated to have over 40,000 gullies in the borough if not more.

Green Spaces and Street Scene  
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