

Dear Malmesbury Town Council,

### **Introduction of a town discretionary gulley service**

Wiltshire Council recognises the desire for the local towns and parishes to address blocked gullies that are deemed a low priority by Wiltshire Council.

A number of trials have been carried out this year to assess the opportunities available to allow the town and parish councils to address these discretionary gullies.

The highway gulley service must be focused on the highway provision, but the council operate a sewer service which can empty gullies. The capacity of the sewer service is limited and hence we only have the available resource to provide a service to the town councils.

The service is to provide town councils with a highway gully emptying facility to enable them to clear problematic gullies which do not meet the council's intervention level for priority emptying.

Where town councils have identified gullies that require emptying requests must be sent to Wiltshire Council from the town council nominated highways representative. A written request via email should be made to

[northernhighways@wiltshire.gov.uk](mailto:northernhighways@wiltshire.gov.uk)

The request must include: a detailed location of each gully; the inclusion of an annotated plan; description of the issue (gully full of silt / grass growing from gully, minor flooding etc.).

The service is available all year round and scheduled to a town council every Wednesday. However, seasonal weather may affect availability and the priorities of the team.

Where a gully is empty but not discharging we will endeavour to clear the blockage between the gully and carrier drain. The team will take photographic evidence of each gully they attend to show a before and after cleansing. The team would prefer to have a representative in attendance to discuss the issues identified onsite.

The service will not be delivered where there are Traffic Management requirements on sensitive roads. The top-up service can be used for extra traffic management at a cost. On narrow lanes and tracks the large tanker may have difficulty in accessing the apparatus. Difficulties in accessing gullies due to parked vehicles will prevent emptying and the tanker is limited to gully cleansing and jetting connections to the carrier drain. Additional works are subject to the top up service and costs.

Additional work / Top-up services which can be provided at additional cost this includes:

- CCTV investigation
- Traffic management requirement
- Carrier drain jetting