

May 2024 Annual Council Meeting Agenda Item 26.2- Aylesham Road/Holt Street Flooding

Supporting Report

Introduction:

This report addresses the ongoing issue of flooding at Aylesham Road/Holt Street in Snowdown. The flooding has been a persistent concern for the community, prompting formal action from the Parish Council.

Background:

The area of Aylesham Road and Holt Street has experienced recurrent flooding, causing inconvenience to residents and potentially posing risks to property and safety. The severity and frequency of the flooding necessitated intervention from the Parish Council.

Stage One Complaint:

A formal complaint was lodged with the Kent County Council (KCC) regarding the flooding issue, using their online portal. This complaint, detailed in **Appendix A**, outlined the concerns of the community and urged prompt action to address the problem effectively.

KCC Response:

In response to the complaint, the Kent County Council provided a response, as documented in **Appendix B**. However, the response was deemed unsatisfactory by Aylesham Parish Council Officers, as it failed to offer a comprehensive solution or adequately address the seriousness of the issue.

Escalation to Stage Two Complaint:

Given the inadequacy of the initial response from KCC, the matter has been escalated to a stage two complaint, as detailed in **Appendix C**. This escalation signals the determination of the Parish Council to seek a resolution to the persistent flooding problem. The Parish Council are now awaiting a response from KCC at this escalated stage.

Conclusion:

The flooding at Aylesham Road/Holt Street in Snowdown remains a significant concern for the community. Despite lodging a formal complaint with the Kent County Council, the response received was deemed unsatisfactory, leading to the escalation of the matter to a stage two complaint. The community awaits a more proactive and effective response from the authorities to address this pressing issue and ensure the safety and well-being of residents.

N.Purcell

Administration Officer

Agenda Item 26.2- Aylesham Road/Holt Street Flooding Appendix A:

Aylesham Parish Council wish to express their deep concerns regarding the persistent flooding issues at the junction of Holt Street and Aylesham Road in Snowdown. This matter was first brought to your attention by Aylesham Parish Council in October 2023, reference number 751604 and despite previous reports, it seems that the situation has not been adequately addressed. There are currently two reference numbers on the site for the issue 787381 and 798135.

Residents in the area have raised alarming concerns about the worsening flooding, which poses significant dangers to both pedestrians and vehicles. It is particularly concerning that there are no warning signs in place to alert individuals of the potential hazards. This lack of signage exacerbates the risk and raises serious safety concerns for the community. Children are also having to be ferried across the road to access the train station, as the water is so deep, covering the entire stretch of road. Attached are photographs taken on Thursday 4th April 2024.

While it is appreciated that efforts have been made to clear the drains, it is disheartening to note that despite these actions, the flooding persists, especially during adverse weather conditions. It begs the question of whether the underlying issues causing the flooding have been effectively identified and addressed.

Furthermore, we have observed that the assigned report number regarding this issue has been removed from the tracker on KCC's website.

Given the seriousness of this issue and the potential risks it poses to public safety, I urge you to re-address the issue. Additionally, we kindly request clarification on what steps have been taken, and what the next steps are to address the issue.

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Agenda Item 26.2- Aylesham Road/Holt Street Flooding Appendix B:



Mrs Nicola Purcell
Aylesham Parish Council
Aylesham House,
Dorman Avenue South
Aylesham
Kent
CT3 3AD

Drainage Team

Sessions House
County Hall
Maidstone
Kent
ME14 1XQ

24 April 2024

Sent via email

Reference: 46810698

Dear Mrs Purcell

Thank you for your complaint received 18 April 2024.

I can advise this winter has been particularly wet with a series of named storms and persistent rainfall, well in excess of the average for the time of year. The Dover area has had the highest rainfall compared to the average in the Kent and South London area, with 183% of the average rainfall in the last 6 months. Our team has therefore faced unprecedented demand on the service and still faces a considerable backlog of work, even though the weather is gradually improving.

Such persistently poor weather has put considerable pressure of drainage systems throughout the county, but it especially affects those which rely on soakaways for drainage. This is because the way soakaways operate is reliant on a 'draw down' time following rainfall, as the collected water soaks slowly into the ground. During persistent rainfall, the soakaways cannot draw down fully and are constantly 'topped up', leading to the risk of surface water flooding occurring.

Reactive maintenance has taken place to ensure all road drains are clear and this was last undertaken on the 28th February 2024. Our staff have observed that flooding does eventually clear itself without intervention when there is a break in the weather, indicating the drainage systems are functioning, however our engineers have recommended that deep cleaning of the three soakaways in the area will be beneficial in reducing flood risk further.

Our engineer will be raising a job for this work to take place following his recent inspection of all drainage assets in the area. We anticipate the work being carried out within the next three months, although where resources allow, we will aim to carry it out sooner.

[kent.gov.uk](https://www.kent.gov.uk)

I trust that I have responded to your queries in a satisfactory manner. If you have any additional questions, please do not hesitate to contact me by return email. However, if you remain dissatisfied with our response, you have the right to escalate your complaint to stage two of Kent County Council's complaints procedure. Please provide details of why our response has not resolved your complaint and what action you would require as a resolution, by replying to this email.

Yours sincerely,

Alex Brauning
Kent County Council

[kent.gov.uk](https://www.kent.gov.uk)

Agenda Item 26.2- Aylesham Road/Holt Street Flooding Appendix B:



AYLESHAM PARISH COUNCIL

Aylesham House, Dorman Avenue South, Aylesham CT3 3AD

Email: admin@ayleshampc.co.uk

Tel: 07830353872

Drainage Team
Kent County Council
Sessions House
County Hall
Maidstone
Kent
ME14 1XQ

2nd May 2024

Sent via Email to avoid delay

Dear Alex,

Re: Reference 46810698 - Flooding at Holt Street/Aylesham Road Junction, Snowdown

I am writing to express my dissatisfaction with the response provided by Kent County Council regarding our initial complaint concerning the ongoing issue of flooding at the junction of Holt Street/Aylesham Road in Snowdown.

While we understand that unprecedented weather conditions have placed a strain on the drainage system, it is unacceptable to merely accept this situation as inevitable. As evidenced by the attached photos, the flooding completely covers both the road and the footpath, reaching a significant depth. This poses a serious challenge and safety concern for pedestrians, particularly for elderly, disabled individuals, or young children who may need to access the train station or bus stops in the vicinity. It risks isolating residents in their homes, which is unacceptable.

Furthermore, the flooding presents a clear safety hazard for drivers. Despite repeated requests for flood warning signs in the area, most recently being via a phone call from our Chief Executive Officer on 26th February 2024 via the emergency line, none have been provided. Particularly at night, drivers approaching the junction are unexpectedly confronted with deep water, risking accidents or damage to vehicles.

It is deeply concerning that this issue has persisted for many years despite our repeated attempts to address it. In correspondence dated 11th March 2021, Ian Day stated that the necessary works were prioritised with a target completion period of 90 days. Yet, three years later, we continue to experience the same problems without any visible improvement.

We are therefore requesting that this matter be escalated to Stage 2 of the complaint's procedure. Merely stating that the issue "clears itself eventually" and displaying a lack of urgency in addressing the situation is wholly inadequate. Three months is far too long to wait, especially considering the potential risks to public safety and the community's well-being.

We urge Kent County Council to take immediate action to resolve this matter and prevent any further inconvenience or danger to residents and road users. We expect a prompt response outlining the steps that will be taken to address this longstanding issue effectively.

Thank you for your attention to this matter.

Kind regards

Yours sincerely,



Nicola Purcell
Administration Officer



Flooding: November 2023



Flooding: April 2024