

Town & Parish Council Workshops Autumn 2024

Chris Blackburn

Highways Customer Communications Officer

Area 6 – Boroughbridge Office

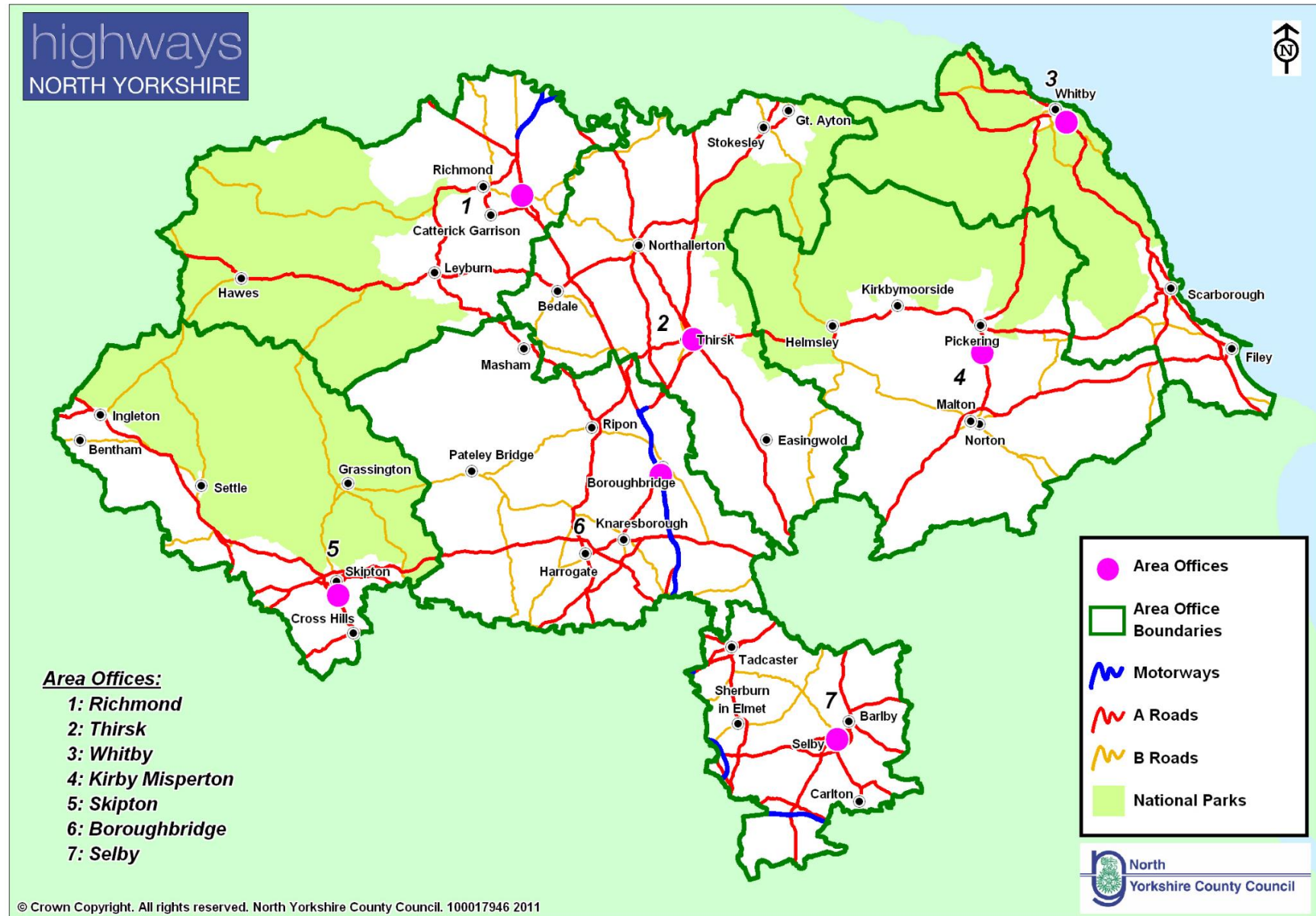


- Largest County in England
- Estimated 615,400 population
- Geographical area of over 8,000 square kilometres
- 98% of the county is either sparsely (13%) or super-sparsely (85%) populated with just over a third of the population living in these areas. This results in a population density of just 77 people per square kilometre, compared with an England average of 432.
- Harrogate has approx. 163,000 / Ripon 16,700 /Knaresborough 15,000 – Circa 32% of the NY Population are supported by Area 6.
- Age profile:
 - 24.5% aged 0 to 24 - England's average is 29.2%
 - 50.5% aged 25 to 64 - England's average is 52.4%
 - 25.5% aged 65 plus - England's average is 18.4%

Highways maintain almost 9,250 kilometres of publicly maintained highway. (5,748 miles)

3,520 kilometres of publicly maintained footpaths (2,188 miles), this figure does not include PROW

7 Highways Areas



Area Office Personnel

Area 6 Boroughbridge Office.

- 1 x Area Manager
- 1 x Improvement Manager
 - 1 x Senior Engineer
 - 5 x Engineers
- 1 x Maintenance Manager
 - 1 x Senior Engineer
 - 9 x Highway Officers
- 1 x Highways Communications Officer



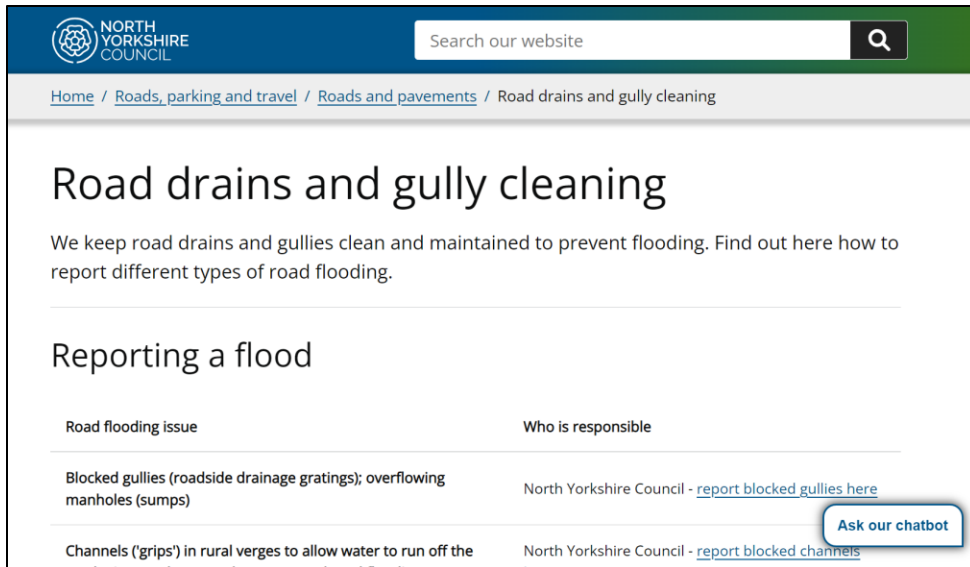
What we do

- Maintenance and improvement scheme design and implementation
- Customer liaison and response at a local level
- Highway management and maintenance
- Highway inspection
- Streetworks coordination including work by utility companies on the highway
 - Winter maintenance service
 - Out of Hours - Emergency response
 - Emergency responses – spillages, obstructions & weather
 - Traffic management, including Traffic Regulation Orders
 - Enforcement of highways legislation



Routine Maintenance

- Grass cutting
- Gully cleaning – risk-based programme – Annual or more frequent.
- Weed spraying
- Highway Inspections
- Winter maintenance



The screenshot shows the North Yorkshire Council website page for "Road drains and gully cleaning". The page includes a search bar, a breadcrumb trail, a main heading, a sub-heading, a paragraph of text, and a table with two columns: "Road flooding issue" and "Who is responsible".

Home / [Roads, parking and travel](#) / [Roads and pavements](#) / Road drains and gully cleaning

Road drains and gully cleaning

We keep road drains and gullies clean and maintained to prevent flooding. Find out here how to report different types of road flooding.

Reporting a flood

Road flooding issue	Who is responsible
Blocked gullies (roadside drainage gratings); overflowing manholes (sumps)	North Yorkshire Council - report blocked gullies here
Channels ('grips') in rural verges to allow water to run off the road	North Yorkshire Council - report blocked channels

[Ask our chatbot](#)



Highways Budget and Maintenance Costs?

Annual Highway Budget of around £55 million – covers both planned maintenance and responding to emergencies.

Winter Maintenance budget of around £7 million.

£48 million to look after 5,753 miles of roads and 2,300 miles of footways

- **Non-scheduled gully cleaning** - £124 per hour.
- **Jetter to attend** - £124 per hour
- **Root cutter** - £140 per day
- **External drainage contractor** - £860 per day

Lining contractor - £850 per day

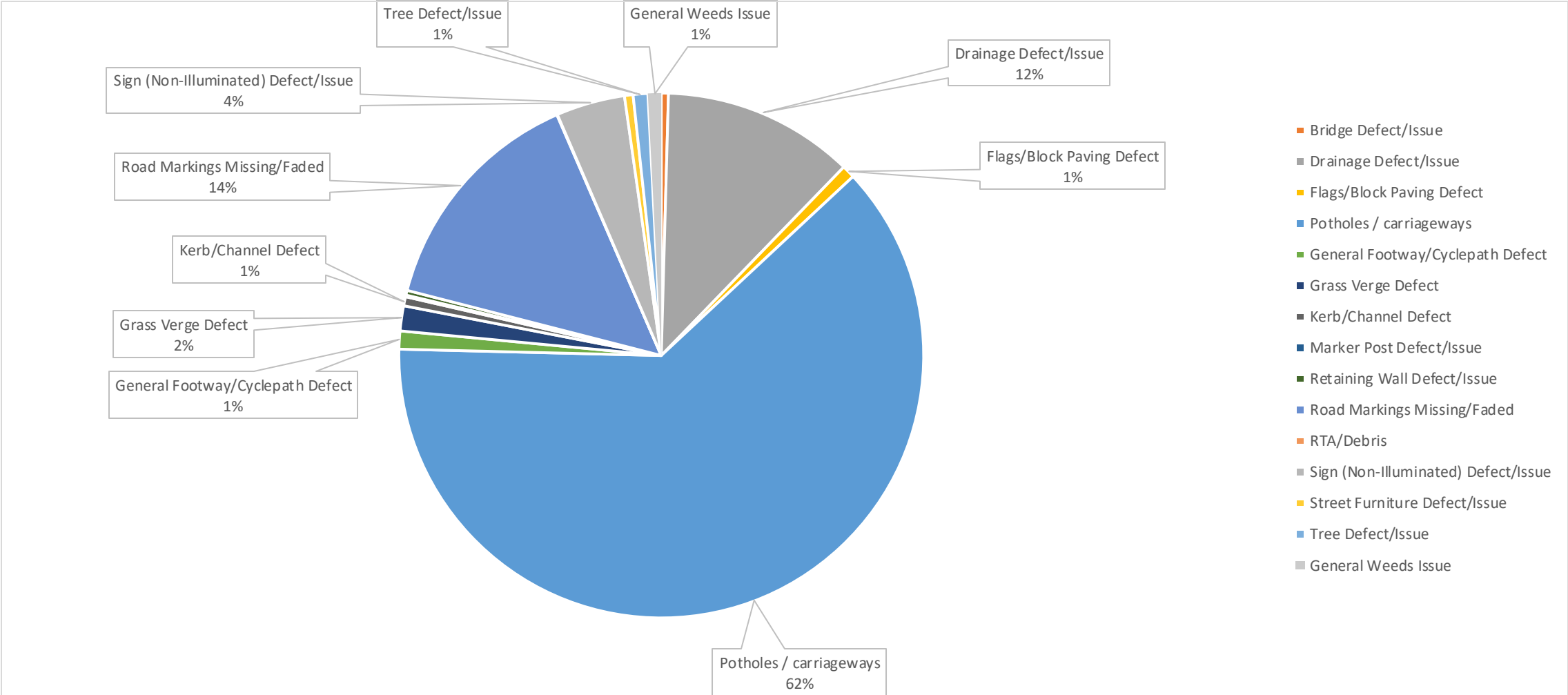
Pothole repair – varies, but roughly £200 per repair.

Emergency call outs.

Each Costs £360



Basic Maintenance – 2024/25



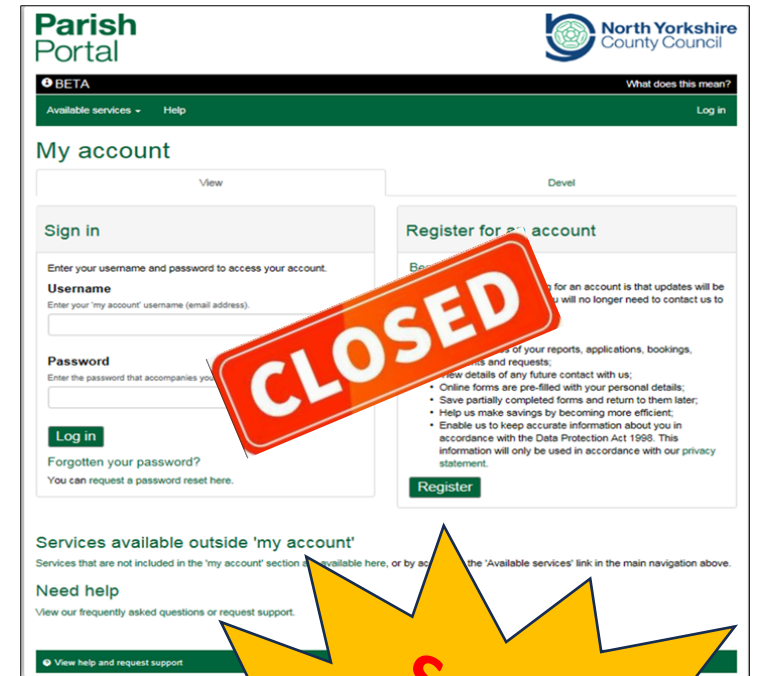
Parish Portal Important Update

Parish Portal product becomes unsupported technically in January 2025. We do not have the option to upgrade the product as the newer version is not compatible with our current systems.

We anticipate that all Parish Portal accounts will be auto closed on **Monday 9th December 2024**.

Town & Parish Council will then be able to register for a Customer Portal account on from **Wednesday 11th December 2024**.

To assist with the transition and loss of the organisation Portal a project is currently ongoing to improve the functionality in the Customer Portal to increase the number of 'integrated services' available via the online reporting system. This project has only become possible because of feedback we have had from Parish Councils about the current limitations of the Parish Portal.

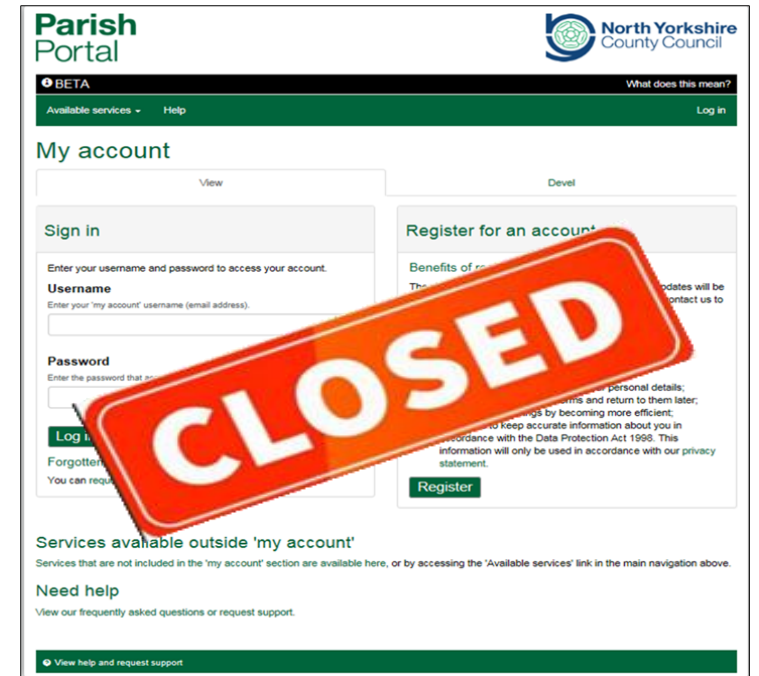


Parish Portal Important Update

Invitations have been sent out to Parish Councils to join a Parish Panel (working group) to work with us on the project to improve the customer portal and communicate the change. Invitations were sent to all Parishes and 56 have responded to say they want to be involved. This panel will then be involved in other consultations and projects via Teams meetings and at times remote testing of products.

As well as the local HCCO a dedicated Parish Support Team will be in place for to assist Parish Councils with any technical issues they may experience when registering for a Customer Portal account.

- Take a note of any reference numbers to outstanding cases before **27th January**.
- If you have let any of your councillors have access to your Parish Portal account advise them this will cease on 27th January – again take note of any outstanding case reference numbers.

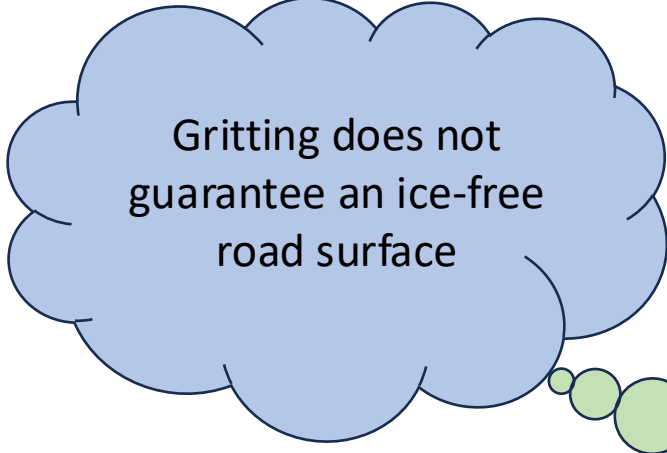


Communications with Area 6

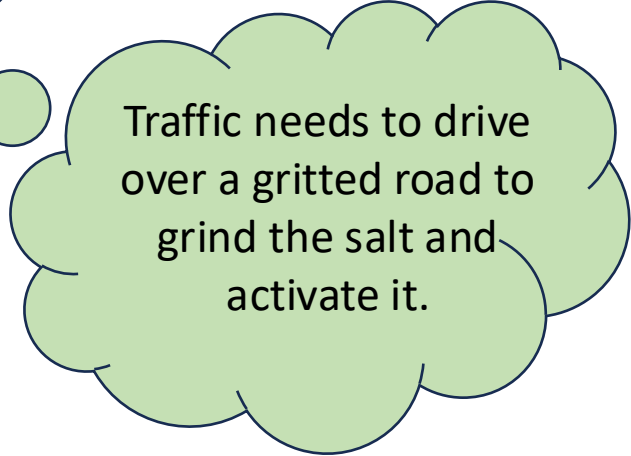
- New PC log being operated within Area 6
 - Improved monitoring of queries
 - Aiming to improve ownership and response times
- Team happy to attend PC Meetings
- Teams Meeting / In house meetings with me

Winter Service

- Crews are on call from October to end of the winter season.
- In operation 24 hrs a day / 7 days a week including Christmas and New Year.
- We monitor conditions throughout the day and night and adjust our gritting plans as needed.
- The only service we deliver which is demand driven and not restricted by resource



Gritting does not guarantee an ice-free road surface



Traffic needs to drive over a gritted road to grind the salt and activate it.

- We have an annual gritting budget of £7 million and one of England's largest road networks to look after.
- We have 70 gritters and 107 farming contractors across the County.
- We store around 45,000 tonnes of salt in our barns and over 8,000 grit bins and salt heaps.



Winter Service

- Total road length = 5,344 miles
- Priority 1 & 2 route length = 2735 miles
- 57 Priority 1 gritting routes, similar number of Priority 2 routes
- 70 gritters with 1 spare at each oldest vehicle on fleet snowblower 1974 – currently changing older gritters – 3 each week
- NY Highways – typically out treating on 100 days per season
- Over 100 farming contractors – if the conditions dictate – ‘just go’
- 45,000 tonnes of salt held in depots – government ask that Councils hold sufficient salt for 12 days treatment – we hold double that amount
- Weather forecasts received 3 times a day – 06.30, 12.30 & 18.30
- Last winter we used 25,500 tonnes of salt
- 1 week of heavy snow can use more than 20,000 tonnes of salt
- Gritter drivers also have a day job



Winter Service

How do you decide when to grit?

We use the latest weather forecasting technology, which includes ice prediction weather stations, a 24-hour weather forecast and road temperature sensor data. Officers will also carry out early morning road inspections.

There's a layer of snow on the road. Why didn't you grit?

When we grit a road, further snow fall can lay on top of the road surface. This covers the salt and makes it look like we haven't gritted. Traffic needs to drive over a gritted road to grind the salt and activate it. Salt alone does not melt snow and ice.

I travel to work early in the morning, and the priority road I use wasn't gritted

The council's road network is one of the largest in the country, after National Highways. It can take time for our gritters to reach their destination and begin gritting. Our gritters usually begin their work from 5am.

Priority one roads are usually completed between 5am and 7am, which means it takes around two hours for our gritters to travel these routes.

Priority two roads are usually completed between 7.30am and 10am, once priority one roads are complete, which means it takes around two and a half hours for our gritters to travel these routes.



Winter Service

Visit our website – www.northyorks.gov.uk

Enter – Winter Service – lots of information about the service, including gritting routes, active gritting, live camera feeds and winter service policy.

How can I find out which roads are treated and what priority they are?

The screenshot shows the 'Road gritting' page on the North Yorkshire Council website. The page title is 'Road gritting' and the breadcrumb trail is 'Home / Roads, parking and travel / Winter service / Road gritting'. The main heading is 'Road gritting' with a sub-heading 'See when roads are gritted in North Yorkshire and view our gritting routes.' Below this, there is a paragraph about motorways and trunk roads. A section titled 'When we will grit the roads' explains that gritting crews are on call 24 hours a day from October to the end of the winter season. Another section, 'Track a gritter and view gritting routes', includes a search bar for location, street name, or postcode and a map showing the gritting routes. A 'Zoom in for further detail' tooltip is visible over the map.

The screenshot shows the 'Road cameras and weather conditions' page on the North Yorkshire Council website. The page title is 'Road cameras and weather conditions' and the breadcrumb trail is 'Home / Roads, parking and travel / Winter service / Road cameras and weather conditions'. The main heading is 'Road cameras and weather conditions' with a sub-heading 'View pictures of road conditions across North Yorkshire from our weather station cameras.' Below this, there is a section titled 'Gritting' with a sub-heading 'Gritting' and a paragraph about the gritting crews. Another section, 'Weather station cameras', explains that weather stations are placed across the county and monitor humidity, road temperature, air temperature, and wind speed. There is a search bar for location, street name, or postcode and a map showing the weather station locations. A 'Zoom in for further detail' tooltip is visible over the map. At the bottom, there is a button labeled 'Update camera images' and a disclaimer about the date and time of the camera view.

The screenshot shows a map of the Harrogate area, specifically the 'Harrogate, Harrogate, HG1' area. The map displays various roads and routes, with a legend in the bottom left corner indicating the following layers: 'Active gritters' (checkbox), 'Gritted roads' (checkbox), 'Primary routes' (checkbox), and 'Secondary routes' (checkbox). The map also shows a search bar at the top with the text 'Harrogate, Harrogate, HG1' and a 'Zoom in for further detail' tooltip. At the bottom right, there is a button labeled 'Ask our chatbot'.



Winter Service

Can we request a change to a gritting route?

No, we do not have the resources – However we do support Community Gritting Partnerships – details of which can be found on our website. [Community gritting partnerships | North Yorkshire Council](#)

Yes, you can although it is unlikely that any additional roads will be added to our current routes. Please see our Winter Policy to see if your suggestion would meet the policy. [Winter maintenance policy | North Yorkshire Council](#)
Please contact us by the end of June as all requested are reviewed in the summer ahead of the new winter season

Can you grit the footpaths in our village?

Can you supply us with more grit bins or salt heaps as our residents' struggle to get out when the conditions are bad.

We can review a location, and should it meet the criteria we can consider supplying a new grit bin or salt heap. Salt heaps and bins are placed based on road gradient, severity of bends, road usage and whether the road is already gritted or not. – Report empty bins online.

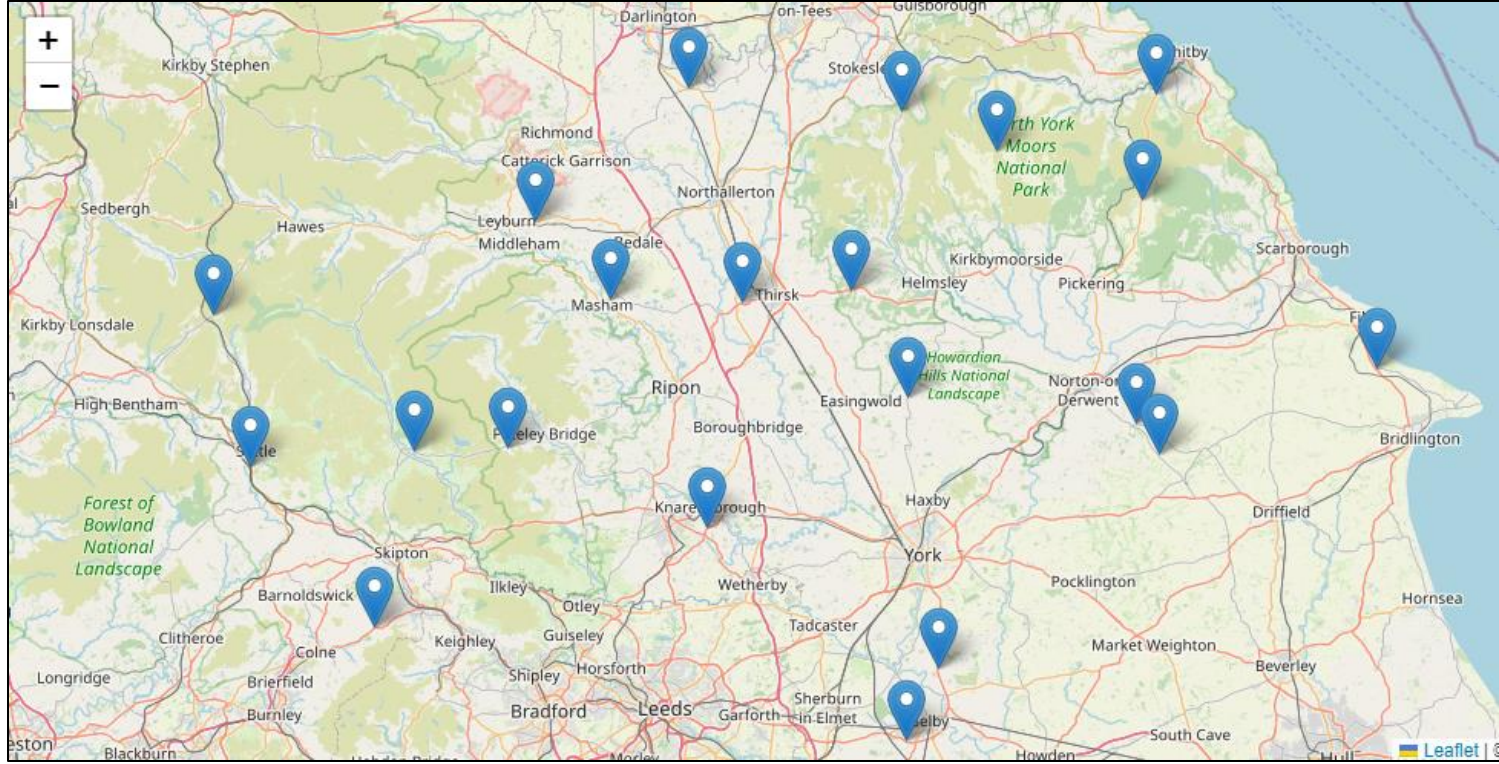
Town or Parish Councils can acquire and maintain additional bins at their expense. The current costs are £50 for a new bin and an annual £75 charge for up to two refills – the position does need to be approved.



Winter Service

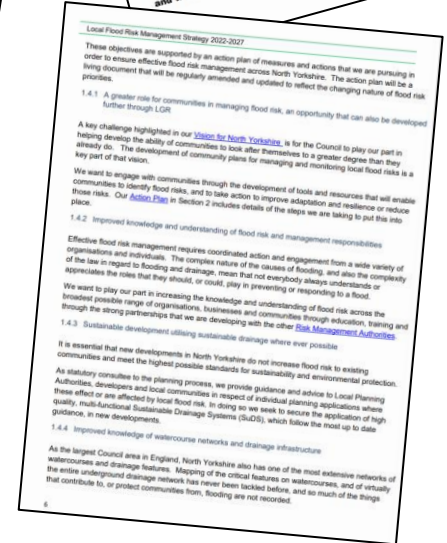
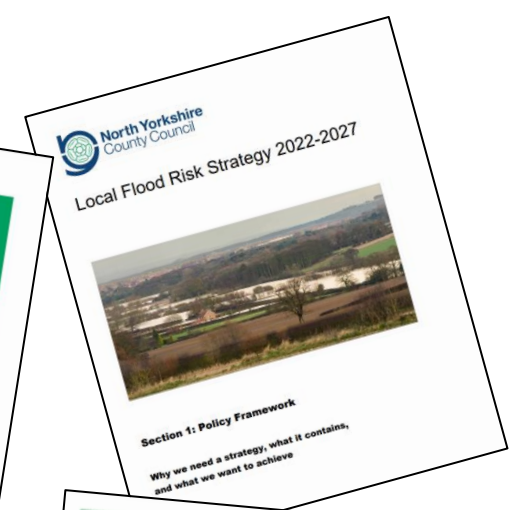
We have around 20 weather cameras at key locations around the County. These can provide images on the weather conditions – click -

[Update camera images](#)



Flooding

Lots of information on our website - [Flood and water management | North Yorkshire Council](#) – we provide an emergency response



NEWS

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River Esk deaths: Men trapped in 4x4 'were swept away'

© 29 December 2023

The recovered vehicle was removed from the river by a tractor

A local resident who tried to save three men who became submerged in a 4x4 vehicle has said they were 'swept away' by the river as they attempted to cross a ford.

The men died after their vehicle entered the River Esk near Glaisdale in the North York Moors on Thursday.

Chris Ford, who lives nearby, said the men had been trying to cross water on Rake Lane.

The river had carried them around 365 m (400 yards) downstream, he said.

Mr Ford had been called to the scene to help recover the vehicle with his tractor and found the 4x4 fully submerged beneath the water with the three men inside, who he said were an "off-roading group".

"There was a ford they were going over and they were swept down 400 yards," he said.

In an emergency, please phone 999 or to request sandbags visit our website where you can find details of locations that can provide sandbags. Call 0300 131 2 131 if you are having difficulties obtaining sandbags.



Drainage systems serving the public highway network



Who is responsible?

Surface water of all adopted public roads other than trunk roads (A1, A19, A168, A64 and A66) is the responsibility of North Yorkshire Council. As Highways Authority the council maintains highway drainage systems including roadside gullies.

Maintenance of trunk roads is the responsibility of National Highways.

Drainage of private un-adopted roads, is normally the responsibility of private property owners who make use of or adjoin the road.

Roadside ditches are the responsibility of the adjacent landowner

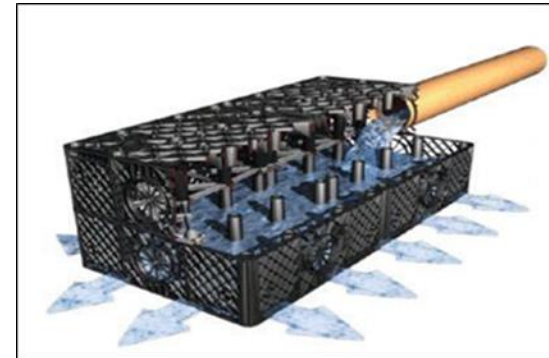


Different types of road drainage

Roadside gullies and grates – These are drainage gratings at the edges of the road. They connect either to highway drainage, which is maintained by the Council or, in urban areas connect to public sewers which are the responsibility of the local water company. Although we will often work with them to solve an issue. **If the sewer is at full capacity water on the road will not drain away.**



Soakaways - Water flows from gullies into a soakaway. This is a large underground chamber usually found in more rural areas where sewers are not present. Water collects and gradually soaks through holes into the surrounding ground or to streams and roadside ditches. They can become blocked and may require cleaning out.



Different types of road drainage



Catchpits - A manhole on a drainage system with a sump; i.e. the bottom of it is lower than the pipes which go in and out of it. This allows sediment in the water to settle out, helping to keep the pipes clear. Catchpit sumps are emptied before they fill up so that they continue to be effective.



Grips - Some rural roads have channels (grips) cut across verges to let water off the road. These are maintained on the same priority basis as road gullies by the Council. These can get destroyed by large agricultural vehicles overrunning the highway verge.

Different types of road drainage

Culverts - Pipes and stone culverts carry streams under roads. These are cleared of blockages as required by the Council. Some culverts might be private if they are running under driveways or private roads.



Roadside ditches - These are the responsibility of the land owners on each side of the ditch, not North Yorkshire Council. (Unless the Council created the ditch to drain the carriageway) We can clarify this if we are provided with the location.

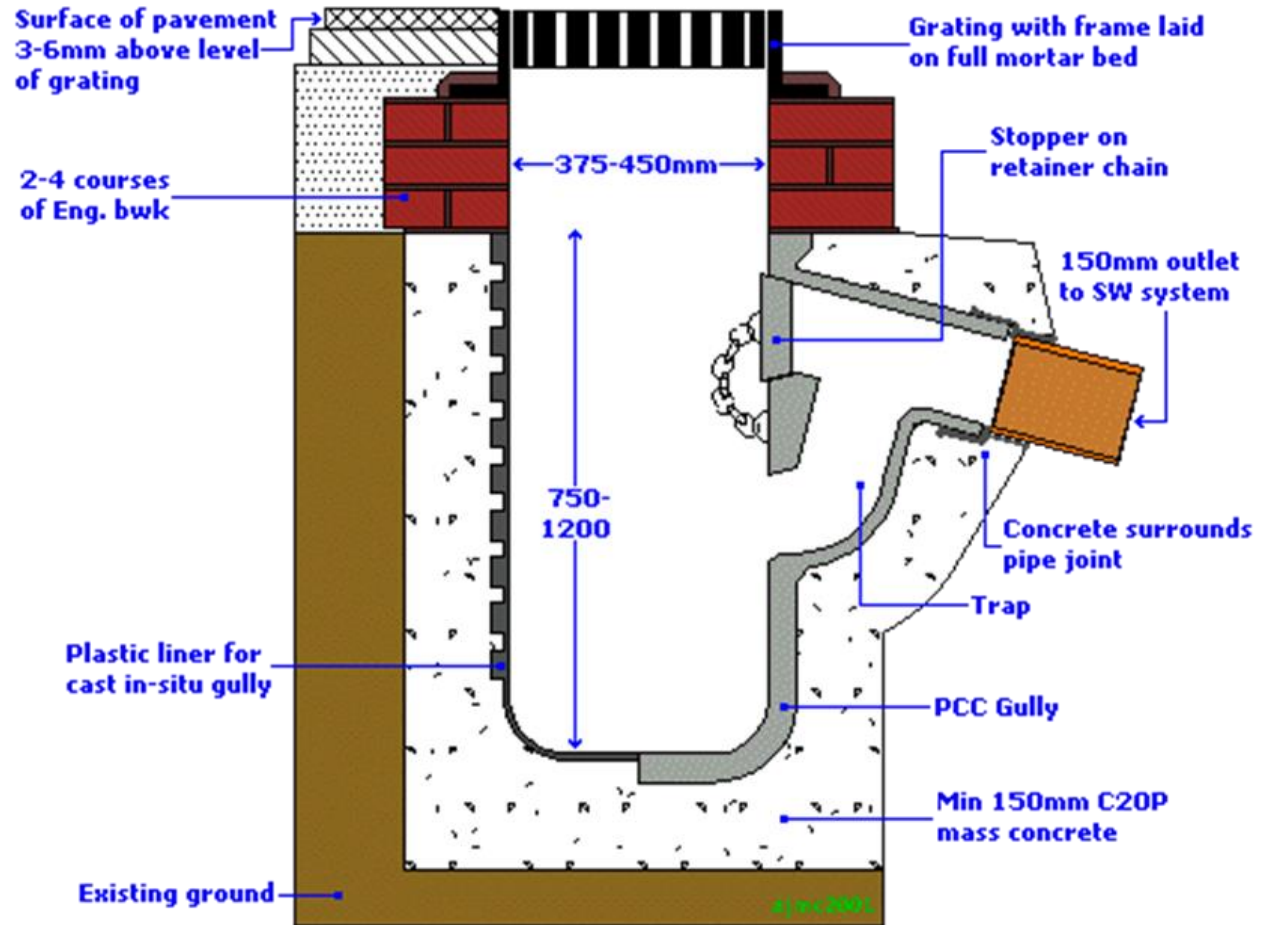


I reported a blocked gully – they say it is OK but I can see water when I look into it – it must be blocked.

There should always be water in a roadside gully.

This does not mean it is blocked.

This water trap stops smells leaving the drain – leaves often float on top of the water and at times people think that this must mean it is blocked – it isn't.

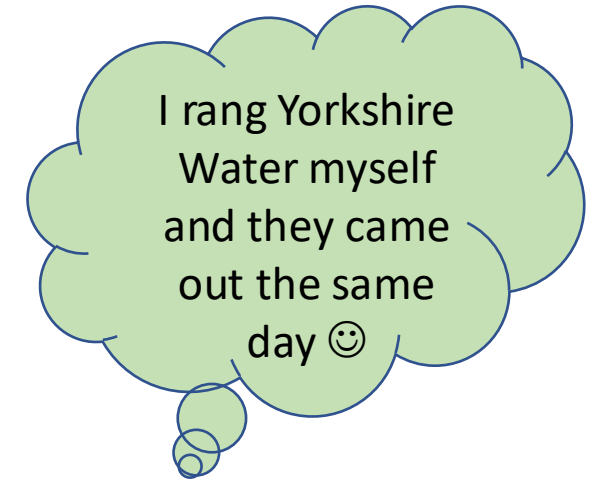




These are not maintainable by NYC Highways.



These are examples of manhole covers which NYC highways do not maintain. They are utility company covers. For example, Yorkshire Water. Please report to the relevant utility company if they are damaged or noisy.



However if the cover is missing please report it through to us immediately. We can then make the area safe.



Maintenance of roadside gullies.

Keeping gullies clean and fully operational is the responsibility of the Council. Blocked and damaged roadside drains, known as gullies, can cause a hazard to highway users, particularly during periods of heavy rain.



Highway gullies are programmed for regular cleaning once a year and their proper functioning checked. This cleaning can also involve water pressure jetting to clear associated pipework.

Gullies reported as blocked throughout the year will be logged and may be left until the normal annual visit unless they are causing a significant health and safety issue or pose a risk of immediate internal flooding to property.

Gullies reported with missing/broken grates will be added to our programme for maintenance of non-urgent works unless they are causing a danger to the public, in such cases they will be dealt with as soon as practicable.

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Please remember

Even if the gullies are clear and well-maintained problems can occur as a result of;

- Exceptional rainfall – sewers / gullies are at fully capacity
- Road being in a low spot
- Changes in the 'run off' from adjoining land.
- High river levels
- Material carried into drains by floods.

Water can take 12 – 24 hours to clear even if there are no problems with the gully. Please ensure it is 'blocked' before reporting it.

Non-scheduled gully cleaning - £124 per hour. / jetter needs to attend – an additional £124 per hour. If we need a root cutter then the cost is £140 per day. If we need to employ the services of an external contractor then the cost is £860 per day.



The Highway Authority is not responsible for dealing with run off from land adjacent to the highway.



Landowners have a responsibility to try to prevent water coming from their land onto the highway.



Overgrown vegetation

Hedges and trees to mark the boundary with private property are the responsibility of the landowner or occupier and it is up to them to maintain them.

Overgrown vegetation

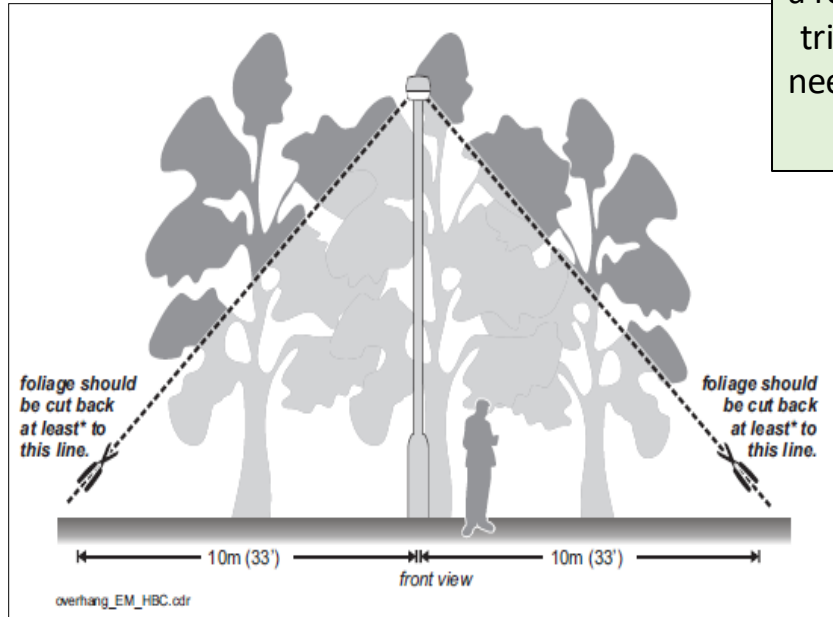
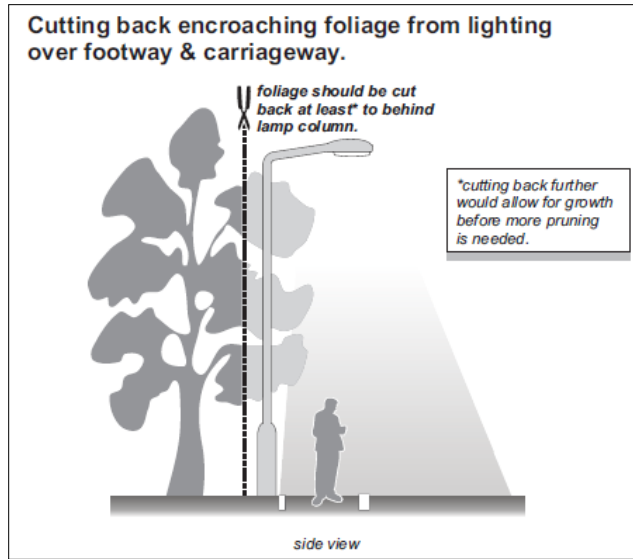
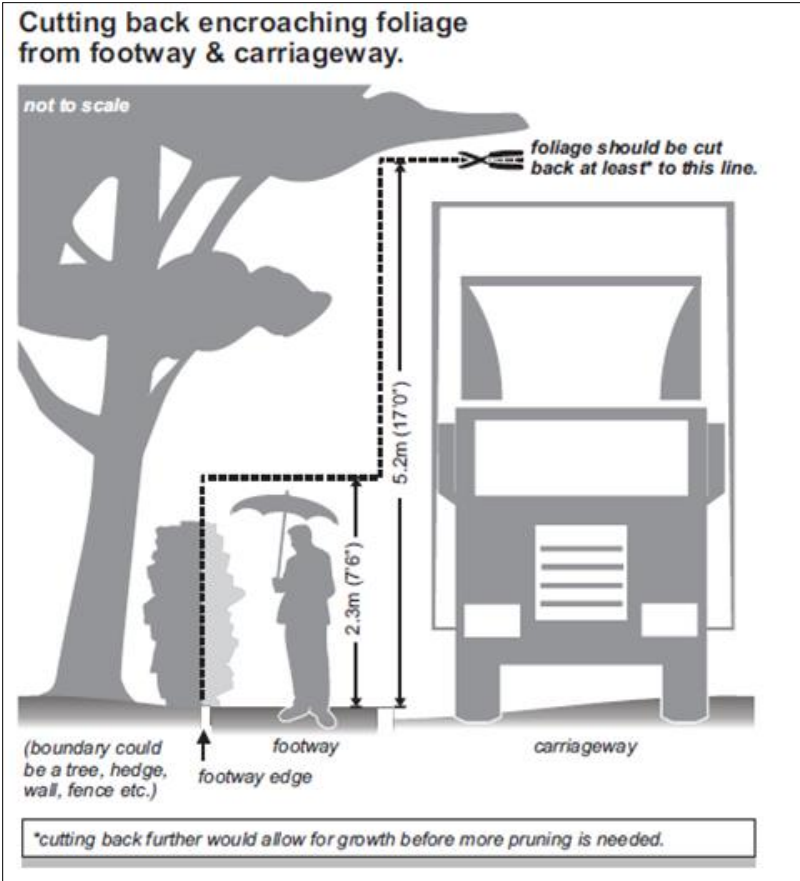
Private landowners and occupiers have responsibility for:

- ensuring growth does not obscure road signs.
- maintaining visibility for road users, particularly at junctions and on the inside of bends.
- ensuring growth does not prevent the passage or affect the safety of people using a road, footway, cycleway or public right of way, including cyclists and pedestrians.
- removing dead or decaying trees and other growth that may fall across the highway.
- removing branches that may prevent the passage of high-sided vehicles or obstruct light from a streetlight.
- ensuring the highway is left clear of debris from cutting work.
- arranging for hedge and tree maintenance works to be undertaken.

If the hedge is causing an obstruction or presenting a danger, we will tell the resident / occupier that work to cut back the offending vegetation must be undertaken within 14 days

If action isn't taken, or it is an immediate safety issue – we may undertake the works and recover the cost from the property owner or resident.

Overgrown vegetation



For your information, a minimum clearance of 5.2 metres (17'0") above the carriageway and 2.3 metres (7'6") above any footpath or highway verge is required.

We appreciate that DEFRA guidelines state that you should only cut your hedge/shrub between September and February; however, their guidance also states "where necessary for public safety, the side of hedge/shrub next to a road or enclosed public path may be trimmed more frequently, hence the need for you to take action now in the interest of highway safety.





Any questions?

Customer.services@northyorks.gov.uk

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www.northyorks.gov.uk

Area6.Boroughbridge@northyorks.gov.uk

