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# Highway Services Monthly Highlight Report

December 2024



North  
Northamptonshire  
Council



## Defects repaired

1106

## Gullies Cleansed

1762

There was a decrease in the number of defects completed during December, primarily due to the period between Christmas and New Year when only urgent works are carried out, limiting the output for planned maintenance activities.

We are also continuing to manage our resource levels by reducing the number of repair crews, as the total number of outstanding repairs on the network continues to decline.

As well as the 1762 gullies cleaned on the cyclical programme, the crews have attended 50 reactive drainage jobs.

## Before and After Photos



Sign replacement on A43 between Northampton and Kettering



Pothole repairs on Rowlett Road, Corby



Safety improvement works on Shetland Way, Corby



Thermal Road Repairs completed	Temporary repairs*
522.5m <sup>2</sup>	3
Quality checks undertaken	Defects repaired
92	Defects repaired within the required timescales P1 & P2 97.91% P3 & P4 90.07%

## Before and After Photos



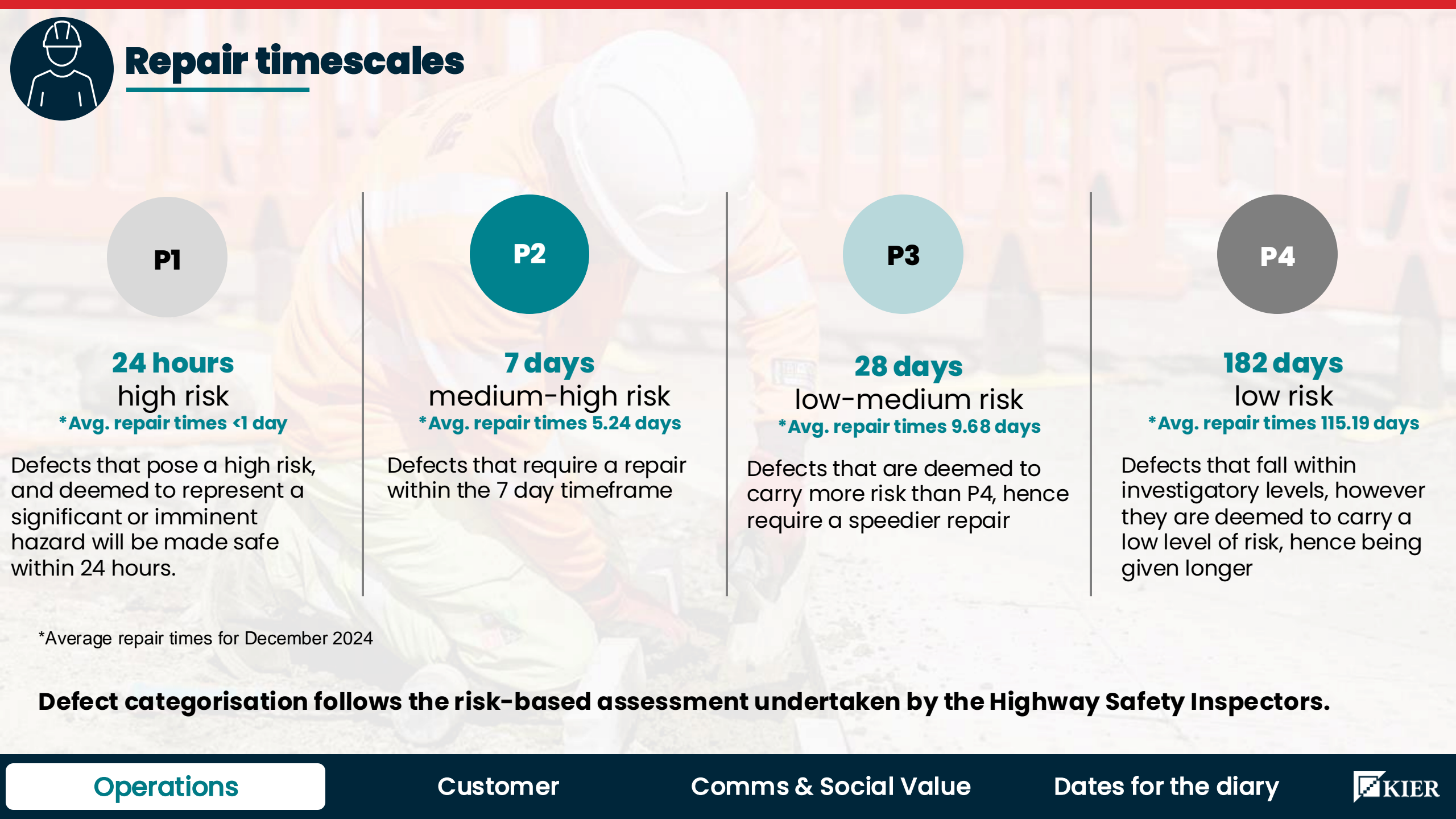

Installation of improved gateway features in Polebrook




Footway resurfacing on Jubilee Road, Corby




Bridge & gate replacement on footpath NY6 at Thurning



# Repair timescales

**P1**

**24 hours**  
high risk

*\*Avg. repair times <1 day*

Defects that pose a high risk, and deemed to represent a significant or imminent hazard will be made safe within 24 hours.

**P2**

**7 days**  
medium-high risk

*\*Avg. repair times 5.24 days*

Defects that require a repair within the 7 day timeframe

**P3**

**28 days**  
low-medium risk

*\*Avg. repair times 9.68 days*

Defects that are deemed to carry more risk than P4, hence require a speedier repair

**P4**

**182 days**  
low risk

*\*Avg. repair times 115.19 days*

Defects that fall within investigatory levels, however they are deemed to carry a low level of risk, hence being given longer

*\*Average repair times for December 2024*

**Defect categorisation follows the risk-based assessment undertaken by the Highway Safety Inspectors.**





# Hot Topic – Potholes

Potholes are caused by a combination of cracks in the road surface, heavy traffic, and water. As traffic repeatedly passes over affected areas, surface cracks gradually expand. Water then seeps through these cracks, accelerating the deterioration of the road. In the winter months, this process is further exacerbated as the water freezes within the cracks and expands, causing even more damage to the road surface.

Each financial year, we select a number of resurfacing projects using the HEAT prioritization tool. This tool assesses a variety of factors, including road condition, network impact, safety, location, and overall condition. The resurfacing schemes are then prioritized based on the most effective treatment methods. The list for the 2025 resurfacing program is currently in its final stages of approval.

We have two teams that inspect the highways. The first team being the Community Stewards, taking a reactive approach, assessing defects submitted via the NNC online reporting tool. The second team is the Inspector team, who adopt a more proactive approach, regularly conducting driven or on-foot inspections and raising work orders once defects reach intervention levels. However, we rely on everyone's participation in reporting defects across North Northamptonshire. By using the various reporting tools available, we can all contribute to improving the health of our highways.

Defects can be reported through the online reporting tool, or for urgent issues, by calling 0300 126 3000 or the out-of-hours number at 01604 651074.







# Customer

*Thank you, Ben, for your swift action in investigating the cause of the water buildup near my house. I truly appreciate you attending the site and arranging the prompt works to resolve the issue. Your efforts in finding and implementing a solution are much appreciated.*

*Resident in Geddington suffering with flooding issues*

*Thank you for organizing the drop-in session in Rothwell. It's a fantastic opportunity for local parish councils to attend and discuss any issues they are experiencing in person. It really allows for valuable face-to-face engagement and open communication.*

*Cllr Ash Davies, Mayor of Rothwell*

*Very pleased with the response and quick action, it's much safer now to walk on that pavement. Thank you.*

*Satisfied resident following the use of North Northamptonshire's online reporting tool*

## Customer Highlights

982	Enquiries received from online reports
5 days	Average time to respond to online enquiries
56	Formal correspondence responded to
4	Formal Complaints (1 upheld) * This does not include requests for service or reports of defects.
5	Compliments





# Monthly FAQs



## Who is responsible for utility cabinets?

The appropriate utility company will be responsible for the maintenance and condition of its utility cabinets. If you have a general enquiry regarding a utility cabinet, we recommend contacting the relevant utility company directly, as they will have the necessary details and authority to assist you.

If you wish to report an issue with a utility cabinet, such as damage, obstruction, or any safety concerns, you can submit a report easily through North Northamptonshire's online reporting tool at [North Northamptonshire Council FixMyStreet](#). This will ensure that the matter is directed to the right team for prompt attention and resolution.



## Will the Council install a bollard to protect a grass verge?

In the past, bollards were used to deter off-road parking in certain locations. However, this practice has not been implemented for many years, and bollards are now only installed on the highway for safety purposes—such as physically enforcing existing parking restrictions or protecting utility covers from vehicle damage. Any damage can be easily reported through North Northamptonshire's online reporting tool, FixMyStreet. [North Northamptonshire Council FixMyStreet](#).



## Why are you resurfacing roads that aren't that bad, when there are other roads that are worse?

Roads are prioritized based on their usage and importance. Heavily trafficked roads are given higher priority for maintenance, ensuring that key routes remain safe and functional. While some roads may have poor surface or structural conditions, those with lower traffic volumes are ranked lower in priority. This approach ensures that essential roads, which connect communities across North Northamptonshire, are kept in safe and acceptable condition, minimizing disruption and maximizing the impact of our resources.





# Communications

**North Northamptonshire Highways** ...  
Just now

It always pays to remember the highway code & some key responsibilities for drivers when travelling in poor weather conditions.

Sticking to the rules is the best way to stay safe, protect others & avoid penalties of up to £2500!

Here's some of the key rules to be aware of

**Follow the Highway Code**

- Rule 227c:** Use headlights & fog lights in reduced visibility. Turn off when not needed.
- Rule 228c:** Check forecasts for snow & ice. Take care when driving. Allow extra time.
- Rule 229c:** Clear windows & roof of snow. Demist windows & mirrors. Ensure lights & plates are visible.
- Rule 230c:** Keep a large distance between you & the car in front. Avoid over-taking snow ploughs or gritters.
- Rule 231c:** Avoid sudden actions. Drive slowly on bends. Steer smoothly.

Like    Comment    Share

## Social Media

**X:** **22** posts  
**0** new followers  
**11** mentions  
**3k** post impressions (the number of times the posts were displayed on screen)

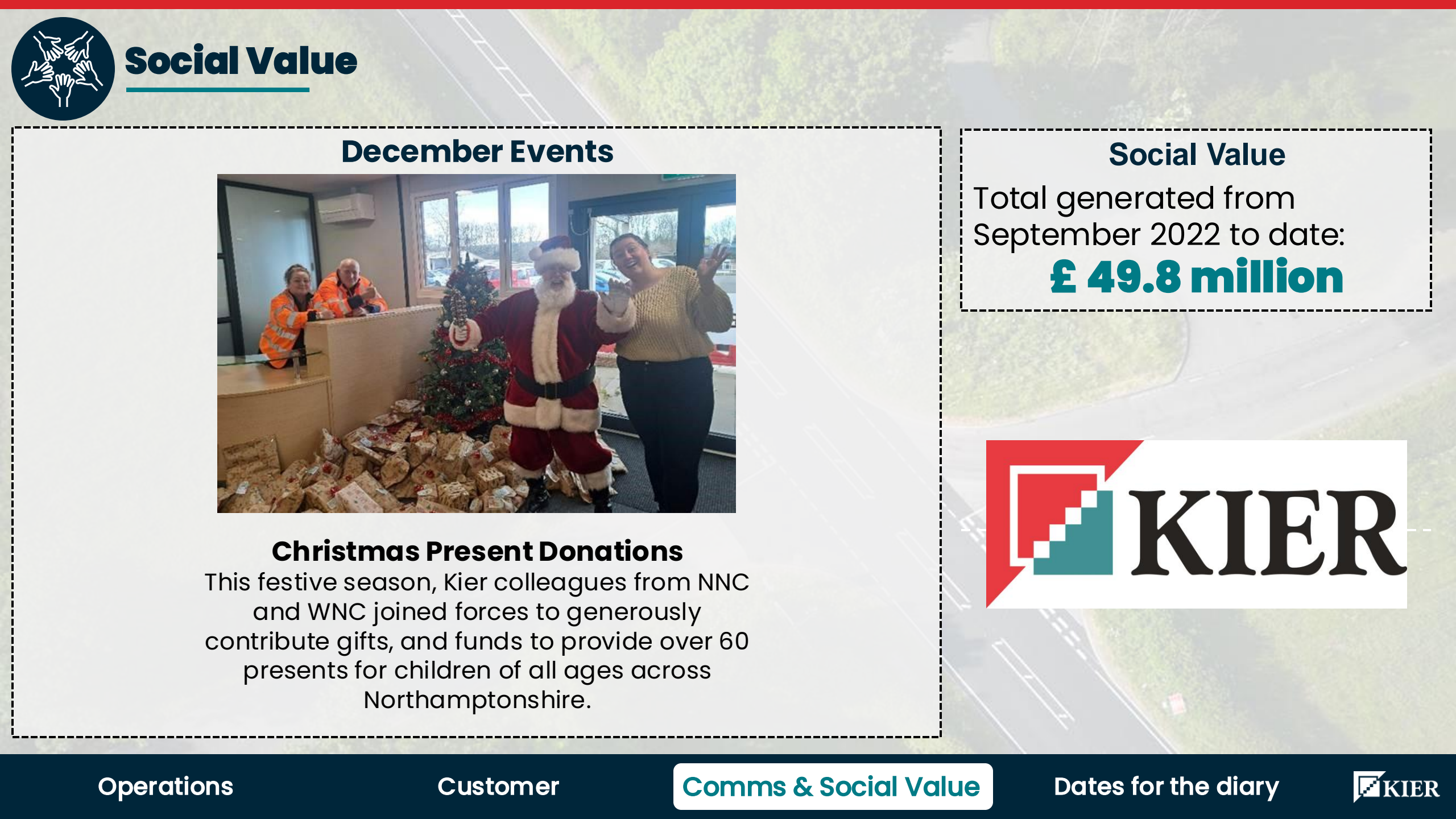
**Facebook:** **21** posts  
**25** new fans  
**37** comments  
**20k** post impressions (the number of times the posts were displayed on screen)

## Follow us!

**X:**  
[@NNCHighways](#)

**Facebook:**  
[North Northamptonshire Highways](#)





# Social Value

## December Events



### Christmas Present Donations

This festive season, Kier colleagues from NNC and WNC joined forces to generously contribute gifts, and funds to provide over 60 presents for children of all ages across Northamptonshire.

## Social Value

Total generated from September 2022 to date:

**£ 49.8 million**





# Dates for the diary

**January**

**10**

Irchester Library drop-in

**January**

**21**

Thrapston library drop-in

**January**

**28**

Raunds library drop-in

**February**

**4**

Corby library drop-in

**February**

**14**

Burton Latimer library drop-in

**March**

**4**

Irthlingborough library drop-in

## Meet the Team



**Simon Stevenson**

### Community Steward

Simon has been working in the industry for nearly two and a half years and has recently transitioned into his new role as a community steward. He's thoroughly enjoying the change and appreciates the opportunity to be more hands-on and directly involved in the community.

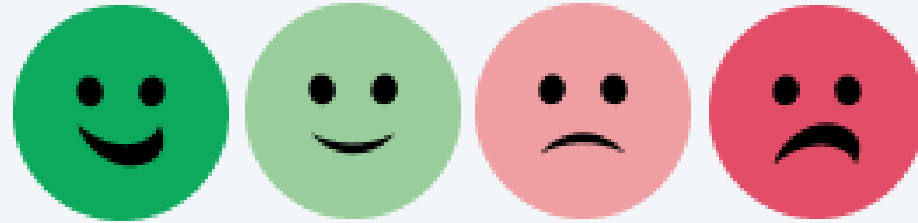




## Leave us a review

Please rate your customer experience with us

Select a Smiley to give feedback.



Sharing your feedback is now easier than ever! If you have recently been in contact with a member of our customer service team you may have noticed the smiley faces at the bottom of our emails. You can quickly leave us feedback on the service you received by clicking on one of these faces. We encourage you to use this tool to help us continually improve our service!



# Reporting Defects

## How to report a problem

- 1** enter a North Northamptonshire postcode, street name or area
- 2** locate the problem on a map of the area
- 3** enter details of the problem. Please enter one problem per enquiry.
- 4** confirm the report and North Northamptonshire Council will investigate

## Find and report road or street problems

(like potholes, blocked drains, or obstructions)

Enter a North Northamptonshire postcode, street name and area, or check an existing report number:

e.g. 'NN16 9JR' or 'Rockingham Road'

[Use my current location](#)

## Report defects online at:

[highways.northnorthants.gov.uk](https://highways.northnorthants.gov.uk)

## If it's an emergency, please call us:

**0300 126 3000** from 9am to 5pm, Monday to Friday  
**01604 651074** outside of office hours



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# Thank you

