



# Northumberland County Council

**Your ref:**

**Our ref:**

**Enquiries to:** Lesley Little

**Email:** Lesley.Little@northumberland.gov.uk

**Tel direct:** 01670 622614

**Date:** 9 November 2023

Dear Sir or Madam,

Your attendance is requested at a meeting of the **CASTLE MORPETH LOCAL AREA COMMITTEE** to be held in **STAKEFORD & BOMARSUND SOCIAL WELFARE CENTRE** on **MONDAY, 20 NOVEMBER 2023 at 6.00 PM.**

Yours faithfully

Dr Helen Paterson  
Chief Executive

**To Castle Morpeth Local Area Committee members as follows:-**

**D Bawn, J Beynon, L Darwin, S Dickinson, R Dodd, L Dunn, J Foster, P Jackson, V Jones, M Murphy, G Sanderson, D Towns and R Wearmouth**



**Dr Helen Paterson, Chief Executive**  
County Hall, Morpeth, Northumberland, NE61 2EF  
T: 0345 600 6400  
[www.northumberland.gov.uk](http://www.northumberland.gov.uk)



## AGENDA

### PART I

It is expected that the matters included in this part of the agenda will be dealt with in public.

#### 1. APOLOGIES FOR ABSENCE

#### 2. DISCLOSURE OF MEMBERS' INTERESTS

Unless already entered in the Council's Register of Members' interests, members are required where a matter arises at a meeting;

- a. Which **directly relates to** Disclosable Pecuniary Interest ('DPI') as set out in Appendix B, Table 1 of the Code of Conduct, to disclose the interest, not participate in any discussion or vote and not to remain in room. Where members have a DPI or if the matter concerns an executive function and is being considered by a Cabinet Member with a DPI they must notify the Monitoring Officer and arrange for somebody else to deal with the matter.
- b. Which **directly relates to** the financial interest or well being of a Other Registrable Interest as set out in Appendix B, Table 2 of the Code of Conduct to disclose the interest and only speak on the matter if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain the room.
- c. Which **directly relates to** their financial interest or well-being (and is not DPI) or the financial well being of a relative or close associate, to declare the interest and members may only speak on the matter if members of the public are also allowed to speak. Otherwise, the member must not take part in discussion or vote on the matter and must leave the room.
- d. Which **affects** the financial well-being of the member, a relative or close associate or a body included under the Other Registrable Interests column in Table 2, to disclose the interest and apply the test set out at paragraph 9 of Appendix B before deciding whether they may remain in the meeting.
- e. Where Members have or a Cabinet Member has an Other Registerable Interest or Non Registerable Interest in a matter being considered in exercise of their executive function, they must notify the Monitoring Officer and arrange for somebody else to deal with it.

NB Any member needing clarification must contact [monitoringofficer@northumberland.gov.uk](mailto:monitoringofficer@northumberland.gov.uk). Members are referred to the Code of Conduct which contains the matters above in full. Please refer to the guidance on disclosures at the rear of this agenda letter.

### 3. PUBLIC QUESTION TIME

To reply to any questions received from members of the public which have been submitted in writing in advance of the meeting or asked at the meeting. Questions can be asked about issues for which the Council has a responsibility. (Public question times take place on a bimonthly basis at Local Area Committee meetings: in January, March, May, July, September and November each year.)

As agreed by the County Council in February 2012, the management of local public question times is at the discretion of the chair of the committee.

Please note however that a question may possibly be rejected if it requires the disclosure of any categories of confidential or exempt information, namely information:

1. relating to any individual;
2. which is likely to reveal the identity of an individual;
3. relating to the financial or business affairs of any particular person
4. relating to any labour relations matters/negotiations;
5. restricted to legal proceedings
6. about enforcement/enacting legal orders
7. relating to the prevention, investigation of prosecution of crime.

And/or:

- is defamatory, frivolous or offensive;
- it is substantially the same as a question which has been put at a meeting of this or another County Council committee in the past six months;
- the request repeats an identical or very similar question from the same person;
- the cost of providing an answer is disproportionate;
- it is being separately addressed through the Council's complaints process;
- it is not about a matter for which the Council has a responsibility or which affects the county;
- it relates to planning, licensing and/or other regulatory applications
- it is a question that town/parish councils would normally be expected to raise through other channels.

If the Chair is of the opinion that a question is one which for whatever reason, cannot properly be asked in an area meeting, he/she will disallow it and inform the resident of his/her decision.

Copies of any written answers (without individuals' personal contact details) will be provided for members after the meeting and also be publicly available.

Democratic Services will confirm the status of the progress on any previously requested written answers and follow up any related actions requested by the Local Area Committee.

#### **4. PETITIONS**

##### **(a) Receive any new petitions:**

This item is to receive any new petitions. The lead petitioner handing in a petition at the meeting is entitled to briefly introduce their petition, and a response to any petitions received will then be organised for a future meeting.

**(b) Consider reports on petitions previously received:** None Received.

**(c) Receive any updates on petitions for which a report was previously considered:** any updates will be verbally reported at the meeting.

#### **5. WINTER SERVICES PREPAREDNESS AND RESILIENCE REPORT 2023-2024** (Pages 1 - 4)

The report provides an overall update of the pre-season preparations ahead of the forthcoming winter services season.

#### **6. FIX MY STREET** (Pages 5 - 24)

To receive a presentation on Fix My Street.

#### **7. CHOPPINGTON DISABILITY GROUP**

To receive a presentation from Choppington Disability Group.

#### **8. LIONS CLUB OF MORPETH**

To receive a presentation from the Lions Club of Morpeth.

**9. LOCAL AREA COMMITTEE WORK PROGRAMME**

(Pages  
25 - 30)

To note the latest version of agreed items for future Local Area Committee meetings (any suggestions for new agenda items will require confirmation by the Chairman of Council after the meeting).

**10. DATE OF NEXT MEETING**

The next meeting will be held on Monday 15 January 2024 in the Council Chamber, County Hall, Morpeth.

**11. URGENT BUSINESS (IF ANY)**

To consider such other business, as in the opinion of the Chair, should, by reason of special circumstances, be considered as a matter of urgency.

**IF YOU HAVE AN INTEREST AT THIS MEETING, PLEASE:**

- Declare it and give details of its nature before the matter is discussed or as soon as it becomes apparent to you.
- Complete this sheet and pass it to the Democratic Services Officer.

<b>Name:</b>		<b>Date of meeting:</b>	
<b>Meeting:</b>			
<b>Item to which your interest relates:</b>			
<b>Nature of Interest i.e. either disclosable pecuniary interest (as defined by Table 1 of Appendix B to the Code of Conduct, Other Registerable Interest or Non-Registerable Interest (as defined by Appendix B to Code of Conduct) (please give details):</b>			
<b>Are you intending to withdraw from the meeting?</b>		Yes - <input type="checkbox"/>	No - <input type="checkbox"/>

## Registering Interests

Within 28 days of becoming a member or your re-election or re-appointment to office you must register with the Monitoring Officer the interests which fall within the categories set out in **Table 1 (Disclosable Pecuniary Interests)** which are as described in "The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012". You should also register details of your other personal interests which fall within the categories set out in **Table 2 (Other Registerable Interests)**.

**"Disclosable Pecuniary Interest"** means an interest of yourself, or of your partner if you are aware of your partner's interest, within the descriptions set out in Table 1 below.

**"Partner"** means a spouse or civil partner, or a person with whom you are living as husband or wife, or a person with whom you are living as if you are civil partners.

1. You must ensure that your register of interests is kept up-to-date and within 28 days of becoming aware of any new interest, or of any change to a registered interest, notify the Monitoring Officer.
2. A 'sensitive interest' is as an interest which, if disclosed, could lead to the councillor, or a person connected with the councillor, being subject to violence or intimidation.
3. Where you have a 'sensitive interest' you must notify the Monitoring Officer with the reasons why you believe it is a sensitive interest. If the Monitoring Officer agrees they will withhold the interest from the public register.

### Non participation in case of disclosable pecuniary interest

4. Where a matter arises at a meeting which directly relates to one of your Disclosable Pecuniary Interests as set out in **Table 1**, you must disclose the interest, not participate in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest, just that you have an interest.

Dispensation may be granted in limited circumstances, to enable you to participate and vote on a matter in which you have a disclosable pecuniary interest.

5. Where you have a disclosable pecuniary interest on a matter to be considered or is being considered by you as a Cabinet member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it.

### Disclosure of Other Registerable Interests

6. Where a matter arises at a meeting which **directly relates** to the financial interest or wellbeing of one of your Other Registerable Interests (as set out in **Table 2**), you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

### Disclosure of Non-Registerable Interests

7. Where a matter arises at a meeting which **directly relates** to your financial interest or well-being (and is not a Disclosable Pecuniary Interest set out in **Table 1**) or a financial interest or well-being of a relative or close associate, you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.
8. Where a matter arises at a meeting which **affects** –
- a. your own financial interest or well-being;
  - b. a financial interest or well-being of a relative or close associate; or
  - c. a financial interest or wellbeing of a body included under Other Registrable Interests as set out in **Table 2** you must disclose the interest. In order to determine whether you can remain in the meeting after disclosing your interest the following test should be applied
9. Where a matter (referred to in paragraph 8 above) **affects** the financial interest or well- being:
- a. to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and;
  - b. a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest

You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise, you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.

If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

Where you have an Other Registerable Interest or Non-Registerable Interest on a matter to be considered or is being considered by you as a Cabinet member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it.



## **Winter Services Preparedness and Resilience Report 2023-2024**

The purpose of this report is to provide an overall update of the pre-season preparations ahead of the forthcoming winter services season.

### **Key Issues.**

The County Council undertakes its winter services activities to ensure, 'as far as is reasonably practicable' that the highway is maintained in a safe condition in accordance with our legal obligations under the Highways Act 1980. There has been no change to the service standards or winter maintenance policy since last winter. The Council is still treating the same lengths of road within the same agreed timeframes and meeting all of the Council's agreed policies and standards for winter services.

### **Background Staffing and Control of Operations, Highways and Transport**

Winter Services are carried out by the Highways and Transport division. Kris Westerby, Highways Delivery Manager, has countywide responsibility for winter services, with Andy Olive, Area Highways Delivery Manager, acting as countywide operational lead.

All our primary and secondary routes remain unchanged from the 2022/23 season. Following the completion of previous contracts, the arrangements for additional support from agricultural contractors for dealing with snowfall and prolonged periods of extreme cold weather have been re-procured.

The delivery of the winter service overall requires 105 staff, including managers, supervisors, drivers and operatives. Staffing rotas are in place to ensure sufficient staffing resource is available on the three-shift rota. The majority of staff involved in winter services come from Highways, with a small number of drivers also coming from with Neighbourhood Services.

Highways have 3 Winter Service Delivery Managers (Russell Mason, Tony Bell and Andy Olive) who operate on a three-week rota (24/7) and whose job it is to consider the variable forecasting information and make a decision on the most appropriate course of action and what, if any, treatment is necessary based on the forecast information provided by our forecaster (Meteogroup) and bureau provider (Vaisala).

The Winter Service Delivery Managers then pass instructions on to the Winter Services Supervisors who manage the gritting operations. The Winter Services Supervisors also work on a rota basis with their shifts.

As you can imagine, this role can be very stressful and hectic at times. Members are, therefore, asked to only contact them directly in **an emergency situation**. All non-emergency situations should be reported through the Council's contact centre and the out of hours arrangements via Northumberland Fire and Rescue Service in the usual way and also Fix My Street.

Similarly, Members are requested **not to contact** Winter Services Supervisors out of hours as their rotas can change and officers not on call or on rest periods can be unnecessarily disturbed.

Weather Monitoring Arrangements are in place for the winter services manager to use the web based Vaisala weather system which collates all of our local weather station data.

This also give the Council direct access to regional forecasting information across neighbouring authorities. The Council has access through the MeteoGroup system and the Met office Hazard Manager for accurate weather data/forecasts.

Vaisala is a company who collect weather information from various sources including the Meteogroup and their own weather and road surface temperature monitoring equipment on site. They then run a large amount of weather models with this information to accurately predict weather conditions over the next 24 - 36 hrs using weather stations which are positioned around Northumberland.

This allows the Council to make informed decisions on road surface treatment. Forecasts are received on three occasions through the day to allow operational decisions to be made, with any change of forecast also notified to the Winter Services Delivery Manager at any time 24/7 so that changes to planned actions can be made as necessary.

All staff involved in Winter Services are available on mobile communication. This allows the teams to still ensure the operation is being conducted in an efficient and effective manner. Also, with our Exactrak system is vehicle hardware for specialist winter maintenance route management is an automated salt spreading technology across the Council's gritter fleet. This system that allows enhanced vehicle tracking, route management, automated navigation, automated gritting spread patterns, improved data collection and recording, and improved live monitoring of operations. This has improved the resilience of operations considerably as we will be able us deploy any driver with any gritter to any of the routes across Northumberland without them needing prior training on navigation and gritting spread patterns on the specific route being treated.

It also improves driver health and safety by automating the control of the spreading rate and patterns for the salt, so that they can focus on driving the vehicle in often very challenging weather conditions. This system is extremely valuable given the risks of potential driver absence due to seasonal illnesses and holiday cover.

### **Vehicles and Gritting Routes,**

The fleet of 28 multi-purpose gritting vehicles with plough attachments have been serviced and prepared ahead of the winter so that all vehicles are on station by late October. In addition to the front line gritters, we also have 2 purposes built snowblowers for use in the high areas of the County to be deployed when conditions dictate, as well as a fleet of 4 gully tankers that are deployed throughout the County, which are available to assist should the need arise with flooding caused by rapid snow melt.

This coming season, we have 28 primary gritting routes. These routes are gritted regularly throughout the winter period in accordance with forecasts as a precaution against icing. In addition, we have 26 secondary gritting routes which are treated in more severe conditions and after the primary routes have been satisfactorily treated.

As part of the ongoing Fleet Replacement programme, we have taken delivery of nine state of the art Mercedes/Econ 6m<sup>3</sup> and 9m<sup>3</sup> capacity gritters over the last two seasons.

Fleet Services supply all the necessary expertise to keep the vehicle's operating at full capacity throughout the winter period. Four Hilltip spreaders and ploughs have been put in service and fitted to NCC 4x4 vehicles. These are placed across the operational areas and gives us another highly useful piece of equipment that can be deployed rapidly to some of the more difficult areas across the network. This will reduce demand on our gritting fleet and

allow it to continue to be dedicated to the primary and secondary network during snow events.

**Salt Management** The operation is delivered from 10 manned or unmanned depots across Northumberland. Andy Olive has the responsibility for ordering and management of salt and will oversee the ordering, delivery, and ongoing monitoring of stock levels throughout the winter period for each depot assisted by the area-based Quantity Surveyors. As mentioned above our route optimisation software will also monitor exact salt use across the entire fleet and across the network. This will provide the most accurate salt usage data the Council has ever received.

At the end of last season (2022/23), we had 31,000T of salt in stock across Northumberland. This is being replenished in all of our main depots and we will have a starting stock of 44,000 tonnes at the commencement of winter. This includes our strategic reserve in Powburn which holds 6,000 tonnes to add to Northumberland's resilience levels.

**Grit Bins/Heaps** All grit bins and salt heaps throughout the County are currently being inspected and replenished as necessary. This includes removing litter etc and making sure the existing condition is to standard. The service supports an inventory of over 1,600 grit bins and over 1200 heaps. Each bin has a notice and serial number attached giving contact details so members of the public can report a bin or heap requiring a refill during the winter period via the website Fix My Street or the Councils call centre.

Whilst the majority of grit bins are bright yellow, you may notice some green grit bins. These bins have been provided by the town or parish council who remain responsible for their upkeep and replenishment although, in practice they generally ask NCC to carry out this service on their behalf on a rechargeable basis.

Customer Services can be contacted for all winter service emergency request. For additional gritting, grit bin replenishment and general enquiries please use NCC web site Fix My Street or our customer services teams on 0345 600 6400.

Winter services information contained on the NCC website is being reviewed and updated accordingly to accurately reflect our operations. There will also be ongoing meetings between Highways and Transport division and Customer Services to ensure call handling procedures and internal communications are in place so that a joined-up service is delivered to the customer with one point of contact.

As with previous years, we will again be producing our customer information leaflet titled 'Highway Services in Winter', that provides useful information to the public on all aspects of the service. The leaflet, which includes when gritting will take place and on which roads and footpaths, as well as giving general advice on how-to drive-in winter conditions, will be available by the end of November following a thorough review of the information it contains.

The document will be distributed to all County Councillors and Town and Parish Councils. Information on the website includes details of our policies and maps of our primary gritting routes, along with those showing our strategic footpath network which will be treated in severe conditions such as snow or heavy icing. Alerts are sent out daily during the winter using social media. This will advise people on weather conditions and our proposed response. This information is also made available on the Northumberland County Council website.

Additional Support for our Snow Clearing contract with local Farmers and sub-contractors to assist our operations by removing snow from the more remote roads in rural Northumberland.

We are conducting an audit of the equipment and its condition. This is ahead of the winter period and the exercise will be completed by the end of November early December 2023.

This contract has provided the farmers and sub-contractors with designated routes. This will ensure that we are clearing the area in the most efficient way we can during a snow event and not revisiting areas which have been cleared. The contractor's plant and equipment are intergraded into our new automated gritting system to allow the Council full visibility of resources during intense periods of weather.

The Council has still retained voluntary groups which we refer to as "snow squads" who help with snow clearing from footpaths in villages such as Wooler, Belford and Bamburgh; Hexham Town Council also aid with snow clearance. The offer to be included in the 'Snow Squads' will be rolled out again this winter.

All volunteers have been trained, equipped with tools, and supplied salt to assist the Council and clear local footpaths around the County keeping the County residents safe.

In addition, we rely on our colleagues from Neighbourhood Services to assist with snow clearing and gritting of key car parks and footpaths.

Cross Boundary Working Arrangements are in place with Newcastle City, Durham County Council, Cumbria County Council & Scottish Borders Council, Colas and Highways England to aid each other in periods of heavy snow, to ensure that the strategic routes such as the A69, A686 and A68 are kept clear as far as possible. It should also be noted that the County Council supplies a management service to Newcastle City Council, whereby we decide when precautionary salting is needed across their administrative area as well as in Northumberland and provided under a contractual arrangement and generates added income for the County Council, which helps protect front line services from budget cuts.

Severe Weather Procedures During heavy snow conditions, it is normal for a "snow room" to be set up to coordinate our response to ensure efficient service delivery on the ground. Also, if required due to the severity of the event we will open the incident support room and work alongside the civil contingencies team and all emergency services within the area. Winter Storms/ Flooding Staff on the Winter Service rota will respond to precautionary gritting and winter events as normal. Where applicable and when the weather dictates, they will also respond to flooding issues supporting the existing Out of Hours rota in anything above and beyond the normal response levels. The authority receives severe weather warnings many days in advance from several sources including the Met Office Hazard Manager. This gives us the ability to track storms and plan resources around the potential impact



Northumberland  
County Council

# Fix My Street Update Castle Morpeth Local Area Committee

Date 20/11/2023

[www.northumberland.gov.uk](http://www.northumberland.gov.uk)

# Previous Systems- Lagan/Emails/Mayrise

- Customer services added manually onto Lagan
- Minimal system integration into back office systems
- Reports locations an issue
- Repeat reports on issues countywide
- No feedback to customers
- Fix My Street being used by residents- No closed loop or feedback on over 9,000 reports
- Reporting and data limited using Lagan
- Archaic system

# Fix My Street – Envisaged Benefits

- Web based reporting
- App based for mobile technology
- Clearer locations- Mapped based reporting
- Key Categories.
- Asset based reporting (streetlights, gullies, Car Parks)
- Photographic evidence.
- Back Office System Integration.(Alloy Highways)
- Consistency & standardisation of approach.
- FOI/EIR information.
- Data driven reports by category, area, ward – support service improvement.

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# Implementation/Development

- Contracts awarded in Jan 2023
- Business readiness delivered to key officers and departments across the authority
- Project started February 2023
- System Testing in mid April 2023
- Live Beta site in mid May 2023
- Staff user training across customer services and local services April/May.
- Replaced Lagan reporting for only Local Services (Not Waste activities)



# Fix My Street- User Benefits

- Single account setup
- Multiple categories to pinpoint issue
- Reports on the asset (streetlights)
- Account updates on reports
- Transparent view of reports made
- Feedback surveys issued.

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# Fix My Street Access- (fix.northumberland.gov.uk)

## NCC Website

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Northumberland County Council

Listen and translate My Account Search here e.g. council tax

Home Pay Apply Report Councillors All Services

**Alerts** General Alert: Country Parks may open late due to Storm Agnes on morning of 28th Sept View all

**Cost of Living Support Hub**

- Household support fund
- Household costs and bills
- Housing and council tenants
- Support for families
- Gas, electricity and oil bills
- Mental health and wellbeing
- Skills, jobs and work
- How to volunteer
- Help with transport costs
- Support for businesses

**Top Tasks** Popular tasks right now View all tasks

- Report Shrub Maintenance Problem
- Report a Tree Problem
- Register To Vote
- Report a pothole
- Find a planning application
- Report Street Light Fault

## Dedicated Webpage- fix.northumberland.gov.uk

Northumberland County Council

Report a problem Your account Shortlist All reports Local alerts Help Admin

**Report, view, or discuss local problems**  
(like graffiti, fly tipping, broken paving slabs, or street lighting)

Enter a Northumberland postcode, or street name and area:  
e.g. 'NE61 1BE' or 'Newgate Street, Morpeth'

Go

Use my current location

Your report will now be logged for the next working day.  
Please contact 0345 600 6400 in an emergency  
**Beta Site** - This is a new service. **Your feedback will help us improve it.**

**How to report a problem**

- 1 Enter a Northumberland postcode, or street name and area
- 2 Locate the problem on a map of the area
- 3 Enter details of the problem
- 4 Confirm the report and Northumberland County Council will investigate

**739** reports in past week

**1,339** fixed in past month

**35,782** updates on reports

**Recently reported problems**

- Dangerous missing and protruding metal safety barrier parts.  
16:29 today, last updated 16:56 today
- Gate locked on byway  
15:59 today, last updated 16:02 today
- Fridge dumped at Alnwick rugby club  
15:26 today, last updated 15:28 today
- Mattress dumped on Laburnum terrace  
14:48 today, last updated 14:51 today
- Verge grass cutting 'chewed-up' plastic cover to a utility (unclear which) outside 199 Middle Drive  
14:37 today, last updated 14:38 today

# Fix My Street Website

FixMyStreet - Reporting a problem :: FixMyStreet

Northumberland County Council

Your account Shortlist All reports Local alerts Help Admin

### Report your problem

Click the map or drag the pin to adjust the location

Or search for a different location

Your report will now be logged for the next working day. Please contact 0345 600 6400 in an emergency


**Category**

- Abandoned Vehicle
- Bridges/Structure
- Bus Stop
- Car Park
- Crash Barriers - Damaged/Unsafe
- Dead Animal
- Dog Fouling
- Drains
- EV Chargers
- Fly-tipping
- Footway/Footpath
- Graffiti Issue
- Grass Cutting
- Kerbs
- Litter
- Parks Maintenance
- Pedestrian Barriers - Damaged / Missing
- Rights of Way
- Road
- Road Markings - Worn/Faded

The screenshot shows a map of Alnwick, Northumberland, with a green location pin placed on a road. The map includes various street names such as Market Street, Green Batt, and Alnwick Road. Landmarks like St Paul's Roman Catholic Church and Swansfield Park Primary School are also visible. The website interface includes a search bar, navigation links, and a list of report categories.

# User Account Page- All Updates on reports made

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Report a problem Your account Shortlist All reports Local alerts Help Admin

### Your account

- Name: kris Westerby
- Email: kris.westerby@northumberland.gov.uk
- Phone: - [Add](#) [Change](#)

Receive update notifications by:

Email  None

Receive local alert notifications by:

Email  None

[Change password](#) [Security](#) [Sign out](#)

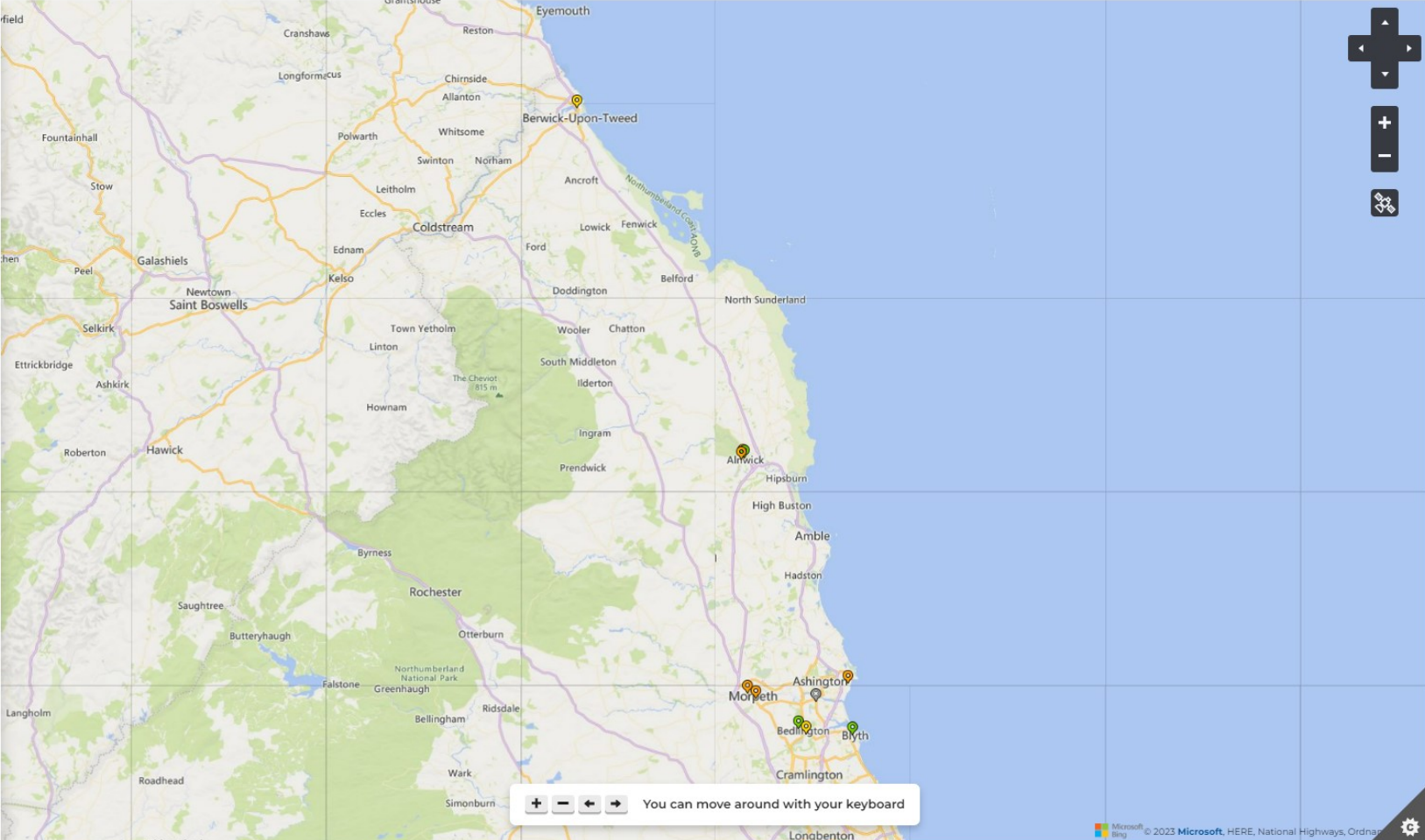
### Your reports

Show  reports about

Sort by

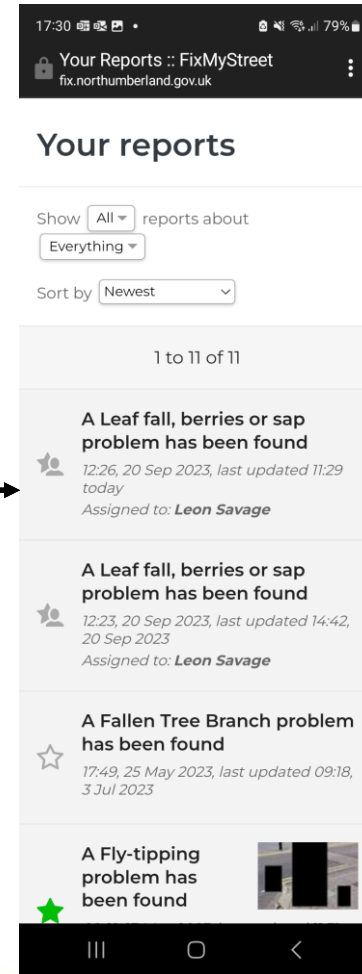
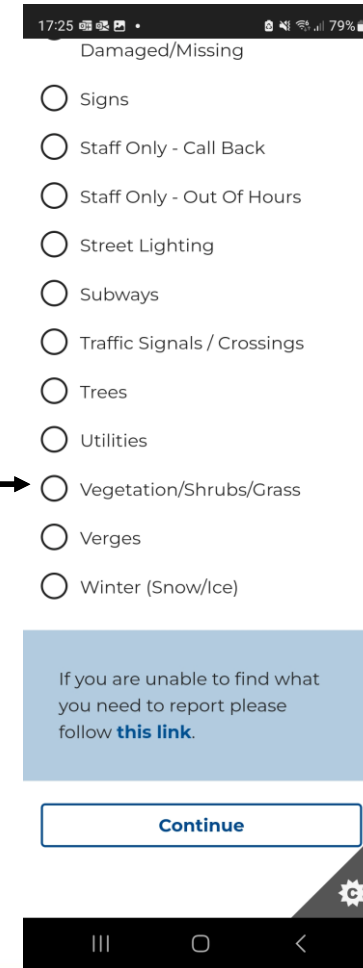
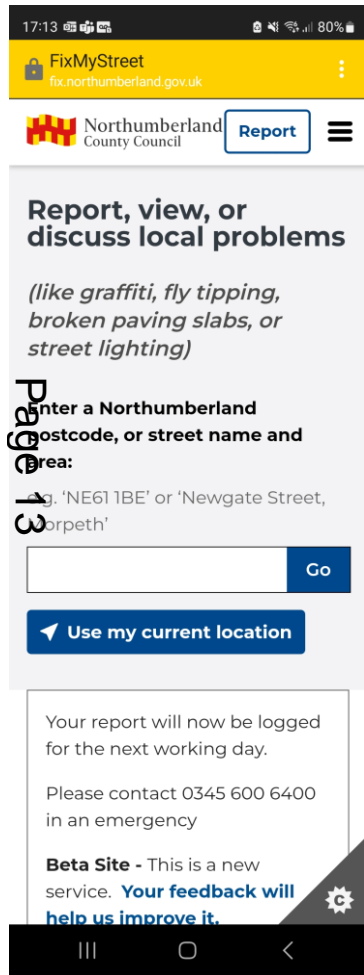
1 to 11 of 11

- A Leaf fall, berries or sap problem has been found**  
12:26, 20 Sep 2023, last updated 11:29 today  
Assigned to: **Leon Savage**
- A Leaf fall, berries or sap problem has been found**  
12:23, 20 Sep 2023, last updated 14:42, 20 Sep 2023  
Assigned to: **Leon Savage**
- A Fallen Tree Branch problem has been found**  
17:49, 25 May 2023, last updated 09:18, 3 Jul 2023
- A Fly-tipping problem has been**




Microsoft © 2023 Microsoft, HERE, National Highways, Ordnance Survey

# Fix My Street Mobile Application



# FMS- Local Alerts

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[Report a problem](#) [Your account](#) [Shortlist](#) [All reports](#) [Local alerts](#) [Help](#) [Admin](#)

## Local RSS feeds and email alerts

FixMyStreet has a variety of RSS feeds and email alerts for local problems, including alerts for all problems within a particular ward, or all problems within a certain distance of a particular location.

To find out what local alerts we have for you, please enter your Northumberland postcode or street name and area:


**Postcode or street name and area**


e.g. 'NE61 1BE' or 'Newgate Street, Morpeth'

Go

[Use my current location](#)

### Some photos of recent reports







**Menu**


- [Contact Us](#)
- [Privacy Policy](#)
- [Accessibility](#)
- [Staff Resources](#)
- [Councillor Resources](#)

**Partner websites**

- [Visit Northumberland](#)
- [Active Northumberland](#)
- [Advance Northumberland](#)
- [Northumberland Line](#)

**Social Media**





Northumberland  
County Council

www.northumberland.gov.uk



# Staff View- Shortlist

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- Update reports
- Manage reports
- Filter by duration
- Filter by category
- Reassign to other
- Audit Trail

Northumberland County Council

Report a problem Your account Shortlist All reports Local alerts Help Admin

### Your shortlist

Show  reports about

Sort by

1 to 6 of 6

- A Potholes (Road) problem has been found**  
12:31, 10 May 2023, last updated 15:26, 6 Sep 2023  
Assigned to: kris Westerby
- A Slabs - Missing problem has been found**  
09:15, 12 May 2023, last updated 09:16, 12 May 2023  
Assigned to: kris Westerby
- A Lamp/Bulb Failure (Street Lighting) problem has been found**  
13:38, 12 May 2023, last updated 14:34, 12 May 2023  
Assigned to: kris Westerby
- A Damaged Drains problem has been found**  
12:27, 15 May 2023, last updated 13:20, 31 May 2023  
Assigned to: kris Westerby
- A Fly-tipping problem has been found**  
09:21, 17 May 2023, last updated 11:31, 12 Jun 2023  
Assigned to: kris Westerby
- Worn road**  
14:16, 17 May 2023, last updated 08:01, 31 May 2023  
Assigned to: kris Westerby

Northumberland County Council

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# Fix My Street – Reports Received

- From May-Sept 14,329 reports on Fix My Street
  - 7,557 added to FMS by Customer Services
  - 6,772 added to FMS by users
    - 5,618 of these using mobile devices
- Lagan reports for the same period in 2021-22 total 5,887
- FMS seen an increase of **143%** over the same period.
- Average total of lagan reports in years 2021 and 2022 was 18,559.
- FMS generated **77%** of reports based on previous years within 3 months.

# Trends – Response rates

- FMS reports received May-Sept 2023-14,329
- 12,747 reports responded to within May-Sept.
- 88% response rate

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Open	4414
Action scheduled	729
Investigating	518
In progress	182
For Triage	4
Fixed - User	766
Fixed	3
Fixed - Council	2192
No further action	743
Duplicate	1116
Not responsible	560
Closed	2995
Internal referral	107
<b>Total</b>	<b>14329</b>

# Statistics-Reports By Month

- Monthly report Total

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	2023	Total
May	2583	2583
June	3736	3736
July	4184	4184
August	3826	3826
<b>Total</b>	<b>14329</b>	<b>14329</b>

# Detailed Analysis of Reports

- Breakdown by category

	Open	Closed	Fixed	Total
Abandoned Vehicle	30	86	3	119
Abandoned Vehicle (Parks Maintenance)	0	0	0	0
Abandoned Vehicle (any)	0	0	0	0
Abandoned vehicles	0	0	0	0
Animal	0	0	0	0
Barrier Problem	0	0	0	0
Bird fouling or insects	1	1	0	2
Blocked - Flooding of Private Property	19	4	6	29
Blocked - Flooding of Road/Path	97	26	47	170
Blocked Ditch	20	7	10	37
Blocked Ditch Causing Flooding	11	2	5	18
Brambles	0	0	0	0
Branch Broken/Hanging in tree	9	1	0	10
Bridge out of repair	1	0	0	1
Broken / Missing	5	6	2	13
Building Damage	1	0	0	1
Bus Route Obstruction	0	0	0	0
Bus stops	0	0	0	0
Car parking	0	0	0	0
Car parks	0	0	0	0
Crash Barriers - Damaged/Unsafe	4	1	0	5
Damage to Structure	4	6	0	10
Damaged	0	0	0	0
Damaged / Missing / Facing Wrong Way	15	11	5	31
Damaged / Missing / Facing Wrong Way (Signs)	14	13	8	35
Damaged / Missing / Facing Wrong Way (Street Lighting)	0	2	6	8
Damaged Barrier	0	0	0	0
Damaged Control Box	1	0	0	1
Damaged Drains	8	5	4	17
Damaged General	0	0	0	0

# FMS Details By Ward



[Report a problem](#) [Your account](#) [Shortlist](#) [All reports](#) [Local alerts](#)

## Northumberland County Council

Show **All** reports about **Everything**

From **05/05/2023** To **09/09/2023**

In wards **Bamburgh**

Heatmap

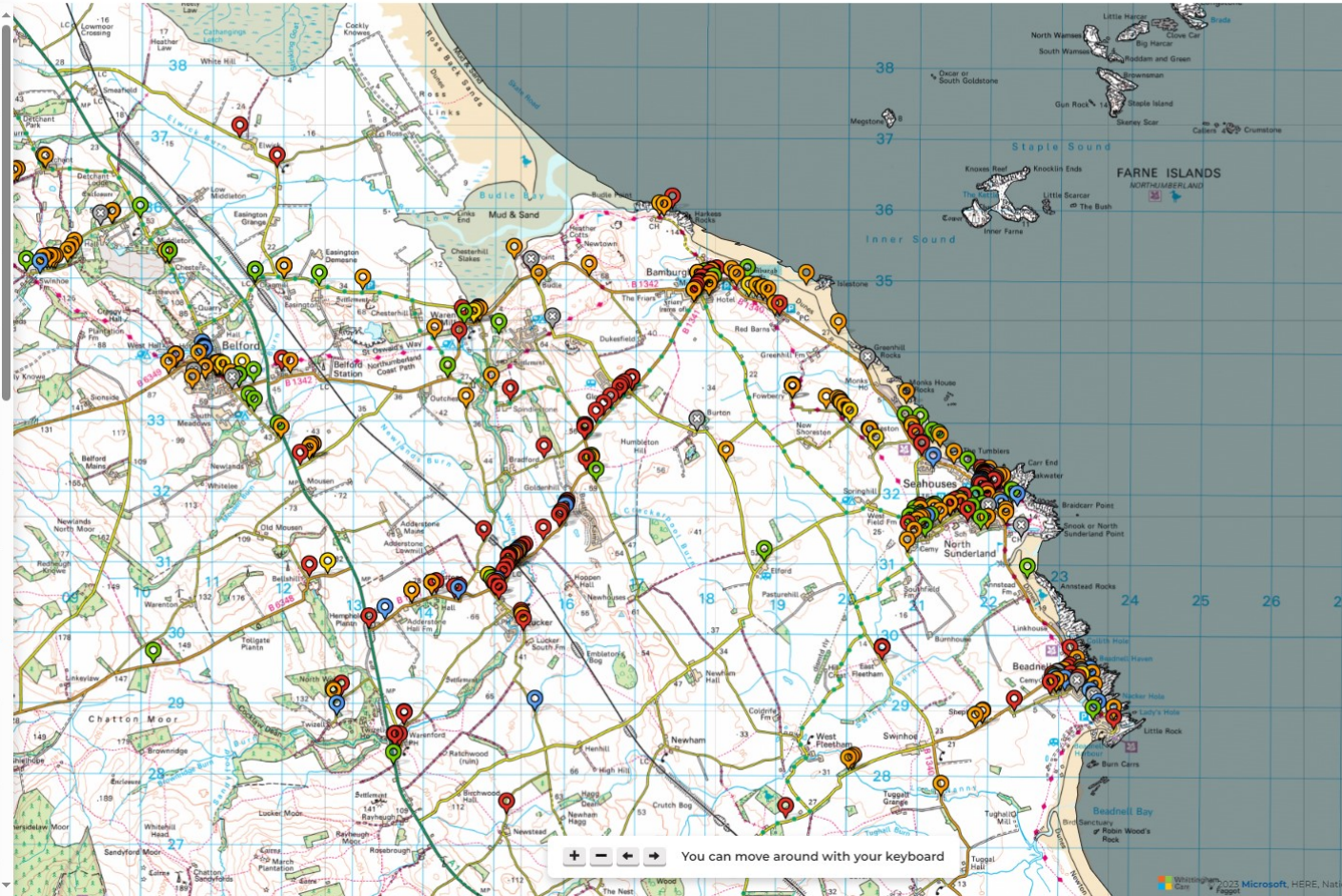
Pin map

Five newest reports

- Deep pothole**  
07:35 today, last updated 10:20 today
- Under road subsidence**  
07:33 today, last updated 07:34 today
- A Potholes problem has been found**  
**Closed** 14:40, Monday, last updated 06:45, Tuesday
- Fertiliser spraying**  
**Closed** 18:14, Sunday, last updated 09:49, Monday
- Signpost down- also facing wrong direction.**  
18:08, Sunday, last updated 09:53, Monday  
Assigned to: **Phil Bradley**

Five most recent commented reports  
*Not from yourself/ backend*

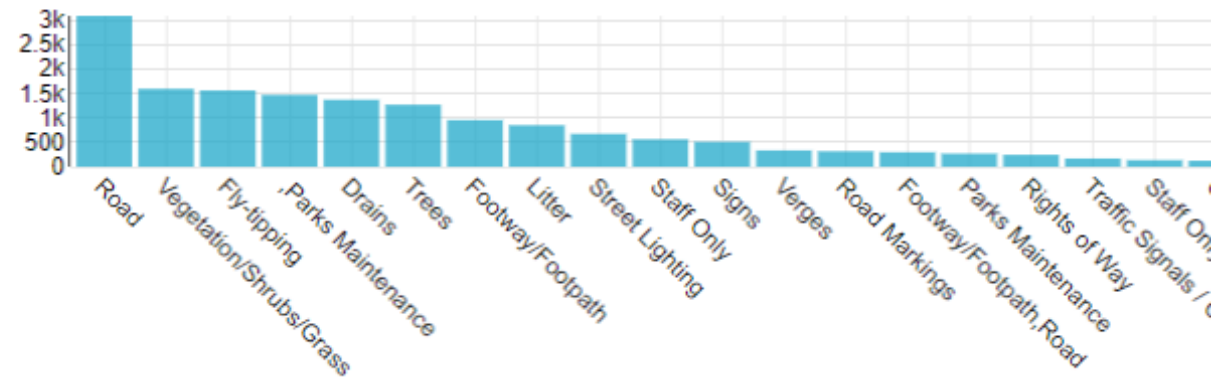
- A Blocked - Flooding of Road/Path problem has been found**  
10:41, 2 Aug 2023, last updated 14:40 today
- Streetlight off**  
**Closed** 12:43, 15 Aug 2023, last updated 12:59 today
- Caravan has been pitched on Rudby Bay**



# FMS- Top 5 Reporting Categories

- Roads- Potholes
- Fly Tipping
- Hedges/Overgrown Vegetation
- Blocked Gullies
- Grass Cutting

FMS Popular posts



# Next Steps

- Close out implementation stage – handover corporate ownership to Customer Services
- Further on-going refinements/improvements to FMS- Winter Services, Trees
- Process mapping of high volume areas
- Improve consistency/quality of feedback to users – including on-going staff training
- Reporting direct to Town and Parish councils
- Increase front-end automation of responses – GIS mapping layers of NCC assets
- Continuous improvement cycle – implementation was the start of the journey!

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# Questions????





**Northumberland County Council  
Castle Morpeth Local Area Committee  
Work Programme 2023-2024**

Lesley Little: 01670 622614 - [Lesley.Little@northumberland.gov.uk](mailto:Lesley.Little@northumberland.gov.uk)

**UPDATED: 9 November 2023**

## TERMS OF REFERENCE

- (a) To enhance good governance in the area and ensure that the Council's policies take account of the needs and aspirations of local communities and do not discriminate unfairly between the different Areas.
- (b) To advise the Cabinet on budget priorities and expenditure within the Area.
- (c) To consider, develop and influence policy and strategy development of the Council, its arms-length organisations, and other relevant bodies, to ensure that they meet local requirements and facilitate efficient and transparent decision making.
- (d) To receive information, consider and comment on matters associated with service delivery including those undertaken in partnership agencies, affecting the local area to ensure that they meet local requirements, including matters relating to community safety, anti-social behaviour and environmental crime.
- (e) To consider and refer to Cabinet any issues from a local community perspective with emerging Neighbourhood Plans within their area, and consider local planning applications as per the planning delegation scheme
- (f) To consider and recommend adjustments to budget priorities in relation to Local Transport Plan issues within their area, and to make decisions in relation to devolved capital highway maintenance allocations.
- (g) To engage, through the appropriate networks, with all key stakeholders from the public, private, voluntary and community sectors to facilitate the delivery of area priorities. This will include undertaking regular liaison with parish and town councils.
- (h) To inform, consult and engage local communities in accordance with Council policy and guidance, through the appropriate networks.
- (i) To, as appropriate, respond or refer with recommendations to local petitions and councillor calls for action.
- (j) To make certain appointments to outside bodies as agreed by Council.
- (k) To determine applications for grant aid from the Community Chest, either through Panels for individual Local Area Committees, or through the Panel of Local Area Committee Chairs for countywide applications.

- (l) To refer and receive appropriate issues for consideration to or from other Council Committees, and as appropriate invite Portfolio Holders to attend a meeting if an item in their area of responsibility is to be discussed.

**ISSUES TO BE SCHEDULED/CONSIDERED**

**Standard items updates:** Public question time, petitions.

**To be listed:**

Northumberland County Council  
 Castle Morpeth Local Area Committee  
 Work Programme 2023-24

**13 November 2023**

- Winter Services Preparations
- Presentation on “Fix my Street”
- Morpeth Lions
- Choppington Disability Group
- 

**15 January 2024**

- Northumbria Police
- Presentation on the Budget
- 

**18 March 2024**

-

**NORTHUMBERLAND COUNTY COUNCIL  
LOCAL AREA COUNCIL - CASTLE MORPETH MONITORING REPORT  
2023-24**

Ref	Date	Report	Decision	Outcome
1	15.05.23	<b>Petitions – Island outside Blossom Park, Pegswood</b>	<b>RESOLVED</b> that the actions proposed to be undertaken as set out in the report be accepted.	
2	15.05.23	<b>Updates on Petitions previously received – On-going Planning Issues and Environmental Destruction on land to the South of St Mary’s Park, Stannington.</b>	<b>RESOLVED</b> that the proposed actions set out in the report be accepted and it be noted that Planning Officers were proactively monitoring the site.	
3	10.07.23	<b>Petition Report - Address Speeding Between Jameson Estate (Old Police Hq Site) and Grange Lea Care Home on North Road, Ponteland</b>	<b>RESOLVED</b> that the information be noted and that the actions being proposed be supported with the Police being asked to attend a future meeting.	

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4	10.07.23	Presentation from Collingwood School	N/A															
5	10.07.23	Northumberland Local Bus Board	<b>RESOLVED</b> that M Murphy be appointed as the representative from this Local Area Committee on the Northumberland Local Bus Board subject to satisfactory discussion regarding the commitment of time required.															
6	10.07.23	Appointments to Outside Bodies	<p><b>RESOLVED</b> that the appointments be confirmed as follows:</p> <table border="1"> <tr> <td>Choppington Education Foundation</td> <td>Mary Murphy</td> </tr> <tr> <td>Druridge Bay Regeneration Partnership</td> <td>Scott Dickinson</td> </tr> <tr> <td>Friends of Morpeth Museum</td> <td>David Bawn</td> </tr> <tr> <td>Greater Morpeth Development Trust</td> <td>Richard Wearmouth</td> </tr> <tr> <td>Linton Village Hall Management Committee</td> <td>Liz Dunn</td> </tr> <tr> <td>Lynemouth Welfare Management Committee</td> <td>Liz Dunn</td> </tr> <tr> <td>Stakeford/Bomarsund Social Welfare Centre</td> <td>Julie Foster Mary Murphy</td> </tr> </table>	Choppington Education Foundation	Mary Murphy	Druridge Bay Regeneration Partnership	Scott Dickinson	Friends of Morpeth Museum	David Bawn	Greater Morpeth Development Trust	Richard Wearmouth	Linton Village Hall Management Committee	Liz Dunn	Lynemouth Welfare Management Committee	Liz Dunn	Stakeford/Bomarsund Social Welfare Centre	Julie Foster Mary Murphy	
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Lynemouth Welfare Management Committee	Liz Dunn																	
Stakeford/Bomarsund Social Welfare Centre	Julie Foster Mary Murphy																	
7	11.09.23	Petition Report – On-going planning issues and unfinished works on the Nursery Gardens Site, Stannington Station	<b>RESOLVED</b> that a Breach of Condition Notice be issued to the developer.															
8	11.09.23	Presentation by the Toby Henderson Trust	N/A															

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