

**NORTHUMBERLAND COUNTY COUNCIL**

**NORTH NORTHUMBERLAND LOCAL AREA COMMITTEE**

At the meeting of the **North Northumberland Local Area Committee** held at BAMBURGH PAVILION, BAMBURGH, NORTHUMBERLAND, NE69 7BP on Thursday, 28 September 2023 at 6.00 pm.

**PRESENT**

G Castle  
(Chair) (in the Chair)

**MEMBERS**

G Hill  
C Seymour  
T Thorne

G Renner-Thompson  
M Swinbank  
J Watson

**OFFICERS**

L Dixon  
P Jones  
R Little  
K Westerby

Democratic Services Assistant  
Director of Environment and Transport  
Assistant Democratic Services Officer  
Highways Delivery Manager

4 members of the public were present.

Ch.'s Initials.....

13 **APOLOGIES FOR ABSENCE**

Apologies were received from Councillors Bridgett, Clark, Hardy, Hunter, Mather, and Pattison.

14 **PUBLIC QUESTION TIME**

Q.

E Haddow – Shilbottle Parish Council, asked for a breakdown in which cemeteries NCC maintain and which Parish and Town Councils pay for additional maintenance.

A.

P Jones - Director of Environment and Transport explained that it was mixed across the County and would provide a written response to Shilbottle Parish Council.

Councillor Thorne explained to the committee that following the July meeting of the North Northumberland Local Area Council in Warkworth, he had written to National Highways regarding a patch of verge grass which was continually being cut and national highways had agreed to stop cutting which would allow wild orchids to grow and bloom.

**RESOLVED** that this was noted.

15 **PETITIONS**

(a)

Members noted that the Safety at Swinhoe petition had been opened and a report would follow at a future North Northumberland Local Area Committee meeting once the petition had closed.

(b)

There were no petition reports for members to discuss.

(c)

No updates on previous petitions.

16 **FIX MY STREET PRESENTATION**

P Jones – Director of Environment and Transport, and K Westerby – Highways Delivery Manager gave the committee a presentation on Fix My Street which included information on:

- Previous Systems
- Envisaged Benefits
- Implementation/Development
- User Benefits
- Fix My Street Access
- Fix My Street Website

Ch.'s Initials.....

- User Account Page
- Fix My Street Mobile Application
- Local Alerts
- Staff View
- Reports Received
- Trends – Response Rates
- Statistics
- Detailed Analysis of Reports
- Next Steps

Following the presentation, committee members and public were invited to ask questions and further information was provided:

- Public toilets were under parks maintenance but would be their own category in future updates to the application.
- Rights of Way were included in the Fix My Street application.
- The Northumberland Fix My Street linked with the national Fix My Street application.
- Customers and elected members were able to reopen a case if they did not feel like the issue had been resolved.
- Contractors and Officers were unable to complete an issue until a photo is taken and uploaded into the database.
- Fix My Street was used to educate and inform customers with certain issues such as potholes.
- NCC grit bins and gritting routes would be added to the Fix My Street application at a future date and then future development would include Parish Council grit bins.
- QR codes on grit bins were being looked into for potential future implementation.
- The back-office system that staff would use would flag up repeat issues.
- The data from Fix My Street would be looked at to drive future LTPs.

**RESOLVED** that this was noted.

## 17 **LOCAL AREA COMMITTEE WORK PROGRAMME**

**RESOLVED** that this was noted.

## 18 **DATE OF NEXT MEETING**

**RESOLVED** that the next meeting of the North Northumberland Local Area Committee was noted as Thursday, 30 November 2023.

**RESOLVED** that this was noted.

Ch.'s Initials.....

**CHAIR.....**

**DATE.....**

Ch.'s Initials.....