A close-up of a sign

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**Issue 23** of our Parish and Communities update can be found below.

Please continue to let us know what you think, your feedback is important to us and will allow us to improve our services to you.

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NEWS

**Causeway One.Network guide**

Have you tried using One Network for finding details of changes to roads and temporary disruptions such as roadworks?

One Network is a unique digital web-based road management platform that connects road operators, utilities, contractors, traffic management teams and the public with an aim to reduce disruption, keep traffic moving and improve journeys.

To assist users in setting up an account and finding locations we have developed a simple guide

Please click the following link to view the guide <https://resources.leicestershire.gov.uk/sites/resource/files/2024-09/one-network-step-by-step-instructions.pdf>

**Customer Experience Strategy – Consultation live**

Leicestershire County Council would like to invite views on our draft Customer Experience Strategy, that supports our vision for customer service at the council.

The consultation is now live and can be [found here](https://www.leicestershire.gov.uk/have-your-say/current-engagement/draft-customer-experience-strategy) for individuals and partner organisations to complete, the consultation closes on **10th November.**

**Property Flood Resilience Grant**

If you have experienced internal flooding to your home or business during Storm Babet (October 2023) or Storm Henk (January 2024), you may be eligible for a grant of up to £5,000 (inclusive of VAT) through the Property Flood Resilience (PFR) Repair Grant Scheme.

To see if you are eligible have a look at the information on our website.

<https://www.leicestershire.gov.uk/environment-and-planning/flooding-and-drainage/property-flood-resilience-repair-grant>

**Environment Action Volunteers**

Environment Action Volunteers are Leicestershire residents who work within their communities to raises awareness of key environmental issues and encourage positive behavioural changes. They are a key part of Leicestershire County Council’s mission to reduce waste, protect the environment and tackle climate change.

This September, a recruitment campaign is inviting Leicestershire residents aged 18+ with an interest in environmental issues to join the scheme and give their time to support activities such as running stalls at community events, providing talks and workshops for schools and community groups, as well as completing practical tasks such as recording ancient trees and tackling invasive non-native species. New recruits will be invited to a face-to-face training session at County Hall on 12th October, alternatively they can attend a training webinar on 8th November 2024.

For more information on how to apply please visit our website following this link

<https://www.lesswaste.org.uk/volunteering/>

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REMINDERS

* **Local Transport Plan 4**

The councils current Local Transport Plan, LTP3, is coming to an end in 2026, and no longer accords with national planning, transport, and environmental policies. It also has a limited focus on health and well-being and the potential benefits that active travel provides Leicestershire for local communities.  We have taken the decision to update it with a new Local Transport Plan which will know as LTP4. ​ **For more information on the Local Transport Plan visit our webpage >** [**https://www.leicestershire.gov.uk/roads-and-travel/local-transport-plan**](https://www.leicestershire.gov.uk/roads-and-travel/local-transport-plan)

The Environment and Transport Department is also working to develop supporting strategies, including Leicestershire Highway Design Guide, Electric Vehicle Strategy and Cycling and Walking Strategy which allow more opportunities for you to feed in your thoughts and views.

**CONSULTATION**

***Last chance to complete the online survey.* You can feed in your thoughts by completing a survey questionnaire which will be on our have your say pages** [**https://www.leicestershire.gov.uk/have-your-say**](https://www.leicestershire.gov.uk/have-your-say)

* **Planned Roadworks**

How to find details of road works:

* By using one network

[One Network](https://one.network/uk) is the UK’s single source of truth for information about roadworks and traffic disruption.  It is a single live and interactive platform that Highway Authorities (including LCC) and Utility companies use to share information on their roadworks. It allows users to easily identify the reason for the works, the timescale and details of who is responsible and how to contact them.  A guide is due to be shared with Parishes in the next couple of weeks which will show step by step ways of setting up and account and efficient ways to search for information]

* By using LCC’s planned roadworks reports

A list of planned roadworks is available via our Parish webpage <https://resources.leicestershire.gov.uk/roads-and-travel/parishes-and-communities/useful-links>.  These lists are split into District/Boroughs and show planned works in progress over a period of 10 days, the lists are updated each Sunday.  Please note these are only as up to date as of the time they are created, they will not contain information on emergency works and start and finish dates may alter.  The information provided on these lists show the description of the works, the street/location, the contractor carrying out the work, estimated start and end dates and the traffic management due to be installed.

* Grass Cutting - Cut 3 of our rural roads started on 19th August and the tractors are working their way around the county to complete by 1st October.  All information can be found on our webpage <https://www.leicestershire.gov.uk/roads-and-travel/road-maintenance/grass-cutting>
* The sign cleaning programme will commence at the end of June and aims to cover the whole of the County starting with the resilient road network.
* All waste sites have now moved to the summer opening hours until 30th September 9am to 7pm.  Visitors are encouraged to arrive 10 minutes prior to closing, last admittance being 6.55pm.
* Details of weekly planned roadworks throughout Leicestershire can be [found here](https://resources.leicestershire.gov.uk/roads-and-travel/parishes-and-communities/useful-links). This is updated every Monday and shows the following 10 days, please note this is only up to date at the time of creation and will not contain information on emergency works, however you can find this on the [one.network](https://one.network/) site.  If you need help or guidance on one.network please contact the Special Projects team.
* To log an enquiry, we would ask that you use the ‘[Report a problem’](https://www.leicestershire.gov.uk/roads-and-travel/road-maintenance/report-a-road-problem) online form wherever possible - this form guides you through the identification and location of the issue,  allowing easy input of the relevant data.  You do not have to log in or have an account to do this and you will receive an acknowledgement, reference number, and receive regular updates on the issue reported.
* For all other enquiries that do not fit into the ‘Report a problem’ form, please submit these using the exclusive email address [CSCparishes@leics.gov.uk](mailto:CSCparishes@leics.gov.uk), this was introduced several years ago to ensure that Parish Councils and Community Organisations are provided with a consistent and centralised approach.

**Information on local services, latest news and events can also be found on our** [**Information for parishes and communities webpage**](https://resources.leicestershire.gov.uk/roads-and-travel/parishes-and-communities/information-for-parish-councils-and-communities/news-and-updates) **and** [**LCC website.**](https://www.leicestershire.gov.uk/)

**For enquiries relating to problems or defects on the roads or pavements please use the** [**https://www.leicestershire.gov.uk/roads-and-travel/road-maintenance/report-a-road-problem**](https://www.leicestershire.gov.uk/roads-and-travel/road-maintenance/report-a-road-problem) **or email CSCParishes@leics.gov.uk**

**Information on traffic schemes can be found via this** [link](https://resources.leicestershire.gov.uk/roads-and-travel/traffic-management-schemes) <https://resources.leicestershire.gov.uk/roads-and-travel/traffic-management-schemes>

**Contact the Special Projects Team, Environment and Transport Department on 0116 305 5186 or at** [**etdspecialprojects@leics.gov.uk**](mailto:etdspecialprojects@leics.gov.uk)