

Grasby Water Pipe Upgrade

Parish Council Update – July 2026

Please find below an update on the key topics requested ahead of the Parish Council meeting.

1. Update on Regular Checks with Vulnerable Customers

I've been out on site every week since work began, checking in with residents and speaking to anyone who stops for a chat. I also make a point of knocking on doors where appropriate to see how people are getting on and whether there's anything we can help with.

Our site team has details of customers who are registered on the Priority Services Register, so they're aware of anyone who may need additional support while we're working in the area.

We've also put special arrangements in place for some families, including tailored access solutions for residents with disabilities, to help minimise disruption and make sure they can continue to access their homes safely.

2. Update on Checks with the School, Pub, Church, Village Hall and Local Businesses

Before work started, I contacted the school, pub, church, village hall and local businesses directly to introduce myself, explain the planned work, provide my contact details and offer any additional support they may need throughout the project.

My first scheduled stakeholder update is due to be issued in around a month's time to keep everyone informed of progress.

I also recently called the school after concerns were raised about low water pressure. I wanted to make sure they had the support they needed before breaking up for the summer holidays. I'll be checking in again when they return in September to confirm everything is working as expected and to discuss any opportunities for Anglian Water to support the school through volunteering activities.

3. Road Closure Updates and Communications

At the moment, there have been no changes to our planned road closures or overall programme. The project is progressing well and remains on schedule.

We'll continue to keep residents updated through:

- Weekly updates on the project webpage.
- Letters issued approximately every two months, or sooner if there are any significant changes.
- Regular site visits and conversations with residents.

Our aim is to make sure everyone has clear, timely information throughout the project.

4. Resident Enquiries and Response Times

To date, I've received around 10 resident enquiries.

The majority of questions have been about road closure timings and property access. I'm pleased to say that the feedback has been positive so far, with no significant complaints received.

I aim to respond to all enquiries within 24 hours, although my current average response time has been within 48 hours. There have been a small number of occasions where responses have taken a little longer due to annual leave, but I've ensured all enquiries have been responded to as quickly as possible.

5. General Project Feedback

I'd like to take the opportunity to thank everyone in Grasby for the warm welcome and patience you've shown since work began.

We understand this work can be disruptive, and we're grateful for the understanding residents have shown while we carry out these essential improvements to the water network.

Overall, the project is progressing well and remains on programme. We've only experienced one unexpected issue so far, relating to an emergency water shutdown, but the team responded quickly and we're still on track with the planned programme of works.

I'll continue to be out on site regularly and am always happy to stop for a chat, answer questions or discuss any concerns residents may have.

