Grasby Water Pipe Upgrade

Parish Council Update – November 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 have spoken with many residents in the area since work began, including customers who may be considered vulnerable. However, I appreciate that I am unable to speak to everyone individually, I do feel more residents have come forward since our last meeting, and I will continue to encourage anyone who feels they may need additional support to contact me personally.

Where residents have contacted me to discuss concerns or specific requirements, I have arranged site meetings and phone calls to better understand their needs and ensure the appropriate support is in place.

I will continue to engage with residents and provide support wherever possible as the project progresses. Especially now we are working on Clixby Lane, and I have started to get in touch with any down Bentley Lane.

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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.

The school, pub, church, village hall and local businesses should all have received either a letter or email update on 23 October 2026. Which is the third update of the works, and none have got in touch with any issues.

Since the school returned in September, I have spoken directly with staff to ensure they are managing access arrangements for both staff and students without issue, I have re-checked in after the October break to make sure they are still happy.

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3. Road Closure Updates and Communications

There has been a change to our planned road closures, and I would like to apologise for how late this update was communicated. Unfortunately, the change was made at short notice. As soon as I became aware of the revised arrangements, I contacted the Parish Council and arranged for resident letters to be issued the following day.

Going forward, I will continue to provide weekly updates via the project webpage and issue resident letters approximately every two months, or sooner should any significant changes arise.

The suggestion raised at the last meeting regarding advance notification letters for residents who may not be at home is still a work in progress. I have taken on board the feedback received and am currently working on a process to introduce this additional communication measure.

Our aim remains to ensure residents receive clear and timely information throughout the duration of the project.

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4. Resident Enquiries and Response Times

To date, I have received approximately 28 resident enquiries. (10 more since the last update in September)

Most new contacts have related to road closures and access arrangements along Clixby Lane, and the last minute communications in relation to it.

I aim to respond to all enquiries within 24 hours. However, my current average response time is within 48 hours.

Unfortunately, we have recently experienced some technical issues affecting enquiries received via the call centre as I mentioned last time. We still haven't got this fixed, but I am checking call logs personally once a week to pick up on anything that isn't getting to me on time.

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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 through the nearly 5 months we have been on site.

Overall, the project continues to progress well, the Transition from Clancy to Kier did take longer than expected. We thought a week would be enough time; however it has

taken nearly 3 weeks to get everything back up and running. The team are confident this won’t delay the end date.

Since the last update we have not experienced any unexpected issues, and works have continued smoothly even with the transition.

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.

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6. Community Support and Volunteering Opportunities

As part of our commitment to the communities we work in, we are always keen to explore opportunities to give something back to the village.

We would welcome any suggestions from the Parish Council regarding potential volunteering opportunities within the school, community projects, or local initiatives that could benefit from our support.

(Please let me know on Wednesday if you have thought of anything off the back of the meeting in September for this section)