

The 6Cs Design Guide

Appendix A: Contact Details

All local highway services in Leicestershire are now delivered directly by the County Council. The agency arrangements which existed with a number of District Councils have ended.

For all local highway matters in Leicestershire the County Council is the first point of contact. In many areas there is no change, but for the Loughborough, Melton Mowbray, Oadby and Wigston areas, you should no longer contact the Borough Council on highway matters.

Who does what?

In order to deliver highway services in the most effective way, some of our staff are based centrally at County Hall, whilst others are based in our area offices. Most day to day functions are dealt with at three area offices.

County Roads	Road repairs, pavement repairs, potholes, sign repairs, road surfacing, temporary road closures, flooded roads, public footpaths and bridleways, co-ordination of work in the highway, scaffold and skip permits, vehicle accesses, highway drains, winter salting and snow clearance and grass cutting. Transport policy and strategy, transport improvements, road safety and traffic management measures, public transport, bridges and structures, street lighting and traffic signals.	Customer Service Centre Highway and Street Lighting County Hall Glenfield, Leicestershire LE3 8ST customerservices@leics.gov.uk Tel: 0116 305 0001 Fax: 0116 305 0006 Minicom: 0116 305 0007
County Roads	Street sweeping, litter collection, street nameplates and land drainage.	District/Borough Councils (see table below)
Highways in Leicester City		Leicester City Council Tel: 0116 252 7001
Motorways and Trunk Roads		Highways Agency Information Line: 08457 50 40 30 These roads are managed by agents (see table below)

District/Borough Councils

Blaby District Council	Desford Road Narborough Leicester LE19 2EP Telephone: (0116) 275 0555 Fax: (0116) 275 0368 www.blaby.gov.uk
Charnwood Borough Council	Main office. <i>Most Council services are based at the following address:</i> Council Offices Southfields Road Loughborough LE11 2TX Other Services. <i>Legal Services & Environmental Health Services are based at:</i> Macaulay House Cattle Market Loughborough LE11 3DH Telephone: 01509 263151 (Switchboard)

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	<p style="text-align: right;">or 01509 634789 (Joint Service shop). Fax: 01509 634703 www.charnwood.gov.uk</p>
Harborough District Council	<p>Council Offices, Adam and Eve Street, Market Harborough, Leicestershire LE16 7AG</p> <p>Telephone: 01858 828282 www.harborough.gov.uk</p>
Hinckley & Bosworth Borough Council	<p>Council Offices, Argents Mead, Hinckley, Leicestershire, LE10 1BZ. Telephone : 01455 238141 Fax : 01455 251172 www.hinckleyandbosworthonline.org.uk</p>
Melton Borough Council	<p>Nottingham Road Melton Mowbray Leicestershire UK LE13 0UL Tel: (01664) 502502 Fax: (01664) 410283 www.melton.gov.uk</p>
North West Leicestershire District Council	<p>Council Offices, Coalville, Leicestershire, LE67 3FJ.</p> <p>Telephone: 01530 454545 (Main Switchboard)</p> <p>Fax: 01530 454506 (Reception) www.nwleicestershire.gov.uk</p>
Oadby & Wigston Borough Council	<p>Bushloe House Station Road WIGSTON Leicestershire LE18 2DR</p> <p>Telephone: (0116) 288 8961 Fax: (0116) 288 7828 www.oadby-wigston.gov.uk</p>

Area Offices

Area Covered	Contact Details
All of Leicestershire excluding the City	<p>Contact Details: Highway Manager Leicestershire County Council Coventry Road Croft Leics. LE9 3GP Tel: Customer services 0116 305 0001 email: customerservices@leics.gov.uk</p>

Transport Development Control - Leicestershire County Council

Transport Development Control	Department of Environment and Transport Leicestershire County Council
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	County Hall Glenfield Leicestershire LE3 8RJ Telephone: 0116 305 6782 Fax: 0116 305 7014 email: HDC@leics.gov.uk
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Initial contacts for most highway matters relating to new development proposals:

TDC Officer(s)	Phone Number	District(s) covered
Duncan Clarke	0116 305 7196	Charnwood & Melton
Michael Green	0116 305 7200	North West Leicestershire & Oadby & Wigston
Dominic Young	0116 305 8118	Blaby & Hinckley & Bosworth
Matt Lennon	0116 305 7193	Harborough

If you cannot contact the appropriate officer listed above, then alternatively you can contact Kingsley Cook, phone number - 0116 3056782.

For more major development proposals, please contact:

Officer	Phone Numbe	Email Address
Joanne Eynon	0116 3058249	Joanne.eynon@leics.gov.uk

If you cannot contact the appropriate officer listed above, then alternatively you can contact Group Manager Paul Sheard, phone number - 0116 3057191.

For matters relating to the adoption of new estate roads, including specifications and matters relating to technical approval, please contact:

TDC Officer(s)	e-Mail	Phone Number
Mike Howard	Mike.howard@leics.gov.uk	0116 305 7198
Jake Richardson	Jake.richardson@leics.gov.uk	0116 305 5568

Highway Development Control - Leicester City Council

Highway Development Control	Travel Planning and Development Control Team Transport Strategy Section A6 New Walk Centre Welford Place Leicester LE1 6ZG Telephone: 0116 2527272 Fax: 0116 2546247 email: highwaysdc@leicester.gov.uk
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Transport Scheme Development Group - Leicestershire County Council

Accident Investigation	Department of Environment and Transport Leicestershire County Council County Hall Glenfield Leicestershire LE3 8RJ Telephone: 0116 3057214 Fax: 0116 2567340
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Highway Safety - Leicester City Council

Highway Safety	Traffic Impact Team
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	Transport Development Section 4th Floor York House Granby Street Leicester LE1 6FB Telephone: 0116 2292566
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Education, Premises - Leicestershire County Council

Premises	Department of Education Leicestershire County Council County Hall Glenfield Leicestershire LE3 8RF Telephone: 0116 3056336
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Public Rights of Way - Leicestershire County Council

<u>Public Rights of Way</u>	Rights Of Way Officer, Environment and Heritage Services, Environment and Transport County Hall, Glenfield, Leicester, LE3 8TE Telephone: 0116 305 7083
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Derbyshire County Council

Derbyshire County Council	www.derbyshire.gov.uk
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Public Rights of Way - Leicester City Council

Public Rights of Way	Rights Of Way Officer, Highways Strategy Team Transport Strategy A6 New Walk Centre, Welford Place Leicester, LE1 8ZG Telephone : 0116 2526605
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Highways Agency

Highways Agency	Broadway 5 Broadway Broad Street Birmingham B15 1BL Telephone: 08459 55 65 75. Website: http://www.highways.gov.uk
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Highways Agency Agents

Agent	Roads Covered	Contact Details
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A-one+	The western part of Leicestershire (M1 up to junction 24, M6, M69, A5, A42, A50 from M1 junction 24 to the Derbyshire border and A453 between M1 junctions 23A and 24)	Tel: 08443728381
AMScott	The eastern part of Leicestershire (M1 north of junction 24, A6, A46, A47 east of Leicester, A52 and A453 between M1 junction 24 and the Nottinghamshire border)	Tel: 01623 676 555
Carilion URS	A14	Tel: 01536 413 700

Utility companies:

This is a list of some of the main utility companies with equipment in Leicestershire. This is not a complete list and it is your responsibility to ensure that all utility equipment is accommodated satisfactorily as part of your works.

Severn Trent	Water	Severn Trent Water Networks Records Management Centre Waterworks Road Edgbaston Birmingham B16 9DD Telephone: 0121 4523306 Fax: 0121 4523569
Anglian Water	Water	Geodesys PO Box 485 Huntingdon Cambridgeshire PE29 6YB DX 123730 HUNTINGDON 6 <u>Anglian Water</u>
East Midlands Electricity	Electricity	QCD QC Data Ltd NRSWA East Midlands Electricity PLC PO Box 6540 Bilborough Nottingham NG8 3JP Telephone: 0115 9014715/6 Fax: 0115 9014713
National Grid	Electricity	NRSWA Enquiries National Grid P.O. Box 3484 NGT House Warwick Technology Park Gallows Hill Warwick CV34 6TG Telephone: 0800 731 2961 Fax: 01926 656574
British Telecom	Telecoms	BT Incoming Notices Post Point 404B Telecom House Trinity Street Hanley Stoke on Trent ST1 5ND Telephone: 0800 800 865 Fax: 01782 204846
NTL	Telecoms	NTL Operational Support Roberts House De Havilland Avenue Preston Farm Business Park Stockton on Tees

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		<p style="text-align: center;">TS183TH Telephone: 01642 642329 Fax: 01642 642622</p>
NTL Midlands Ltd	Telecoms	<p style="text-align: center;">NTL: Design and Civils Daleside Road Nottingham NG2 3GG Telephone: 0115 8421681 Fax: 0115 8421686</p>
NTL South Central	Telecoms	<p style="text-align: center;">NTL Switch Centre Kingsfield Business Park Glasdon Road Northampton NN5 7PP Telephone: 01604 210413 Fax: 01604 210455</p>
Cable & Wireless	Telecoms	<p style="text-align: center;">Plant Enquiries Section Cable & Wireless c/o Atkins Telecom , PO Box 290 220 Aztec West Almondsbury Bristol BS32 4WE Telephone: 01454 288808 Fax: 0870 240 3012</p>
Telewest	Telecoms	<p style="text-align: center;">Telewest Communications Service Management Ground Floor Cablephone House Small Heath Business Park Talbot Way Small Heath Birmingham B10 OHJ Telephone: 0870 8883116 Fax: 0121 6942345</p>
Colt	Telecoms	<p style="text-align: center;">Colt Plant Protection Centre C/o McNicholas Construction (Colt Managing Agents) 117 Bushey Mill Lane Watford, Herts WD24 7UN Telephone: 020 8236 6612 Fax: 020 8236 6600</p>
HNS	Telecoms	<p style="text-align: center;">HNS Plant Ltd c/o Fujitsu Telecommunications Europe Ltd Solihull Parkway Birmingham Business Park Birmingham West Midlands B37 7YU Telephone: 0121 717 6065 Fax: 0845 850 0115</p>
National Grid	Gas	<p style="text-align: center;">NRSWA Plant Protection Lakeside House The Lakes Bedford Road Northampton WN4 7SN Telephone: 01604 815361</p>
Fisher German Chartered Surveyors	Other pipelines	<p style="text-align: center;">P.O. Box 5639 Ashby De La Zouch Leicestershire</p>

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		LE65 1ZB Telephone: 01530 564564 Fax: 01530 416408
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Other important contact details:

Leicestershire Constabulary	Force Architectural Liaison Officer Leicestershire Constabulary Police HQ St Johns, Enderby Leicester LE19 2BX <u>Leicestershire Constabulary</u>	Force Architectural Liaison Officer Leicestershire Constabulary Police HQ St Johns, Enderby Leicester LE19 2BX <u>Leicestershire Constabulary</u>
East Midlands Ambulance Service:		Trust Headquarters, Beechdale Road, Bilborough, Nottingham, NG8 3LL Tel: 0115 929 6151: Fax: 0115 962 7727: <u>East Midlands Ambulance Service</u>
Leicestershire Fire and Rescue Service:		Leicestershire Fire and Rescue Service Headquarters, Anstey Frith, Leicester Road, Glenfield Leicester, LE3 8HD Telephone: 0116 287 2241: Fax: 0116 231 1180: <u>Leicestershire Fire and Rescue Service</u>
Environment Agency	Lower Trent Area	Lower Trent Area Office Environment Agency Trentside Offices Scarrington Road West Bridgford Nottingham NG2 5FA Fax: 0115 981 7743 <u>Environment Agency</u>
	Upper Trent Area	Upper Trent Area, Sentinel House 9 Wellington Crescent Fradley Park Lichfield Staffordshire WS13 8RR Telephone: 01543 444141 Fax: 01543 444161
	Lower Severn Area	Lower Severn Area Riversmeet House Newtown Ind Estate Northway Lane Tewkesbury GL20 8JG Telephone: 01684 850951 Fax: 01684 293599
	Anglian Region	Anglian Region Waterside House

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		Waterside North Lincoln Lincolnshire LN2 5HA Telephone: 01522 513100 Fax: 01522 512927
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Derbyshire County Council

Please refer to the [website](#).

Derby City Council

Please refer to the [website](#).

Nottinghamshire County Council

Local highway services in Nottinghamshire (excluding Nottingham City) are delivered by the Nottinghamshire Highways Partnership. The Councils for Ashfield District, Broxtowe Borough and Mansfield District are Manage & Operate Partners, which means that they should be the first point of contact for day-to-day highway related functions. The remainder of the county area is mainly managed and administered through two County Council Area Offices, but certain activities are co-ordinated through the Trent Bridge House Offices.

The following contact details indicate the most appropriate place to deal with your enquiry. In many cases “group” contact details are provided in preference to personal or main office details, however, please be aware that from time to time organisational changes may temporarily render this information inaccurate.

The County Council now operates a call centre (“County Contact”), which provides an initial point of contact for many council services and will be able to provide suitable advice, particularly if you are unclear which specific service area you require. County Contact may be reached on 08449 80 80 80 and, Bank Holidays excluded, is staffed Monday-Friday 8am – 8pm and Saturday 8am – 12noon.

County Roads (all roads excluding Motorways and Trunk Roads)	Road repairs, pavement repairs, potholes, sign and street lighting repairs, road surfacing, temporary road closures, flooded roads, public footpaths and bridleways, co-ordination of work in the highway, scaffold and skip permits, vehicle accesses, highway drains, winter salting and snow clearance and grass cutting.	MOP Partners or Area Offices (see table below) or County Contact (08449 80 80 80) County Council Highways Emergency Only out-of-hours 0845 603 0548
	Transport policy and strategy, transport improvements, road safety and traffic management measures, public transport, bridges and structures, and traffic signals.	Area Offices or Trent Bridge House (0115 982 3823) or County Contact
	Street sweeping, litter collection, street nameplates and land drainage	District or Borough Councils (see table below)
Highways in Nottingham City		Nottingham City Council Highways Hotline 0115 915 2000 Highways Emergency Only out-of-hours 0115 915 2222

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Motorways and Trunk Roads		Highways Agency through their Agents – currently AMScott Phone 01623 676555
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Manage & Operate Partners

Ashfield District Council	Council Offices, Urban Road, Kirkby-in-Ashfield, Notts. NG17 8DA Phone 01623 457634 Fax 01623 457630 P.M.Evans@ashfield-dc.gov.uk Emergency Only out-of-hours 01623 550077
Broxtowe Borough Council	Civic Offices, Foster Avenue, Beeston, Notts. NG9 1AB Phone 0115 917 3046 Fax 0115 917 3038 Highways@broxtowe.gov.uk
Mansfield District Council	Civic Centre, Cesterfield Road South, Mansfield, Notts. NG19 7BH Phone 01623 463320 Fax 01623 463047 tsengineers@mansfield.gov.uk Emergency Only out-of-hours 01623 463050 or 01623 420770

County Council Area Offices

North Area	Ashfield, Bassetlaw, Mansfield, Newark & Sherwood	Communities Department Highways North, Bevercotes House, Fountain Court Darwin Drive, Sherwood Energy Village, Ollerton, Notts. NG22 9GS Phone 08449 80 80 80 Hdc.north@nottscc.gov.uk
South Area	Broxtowe, Gedling, Rushcliffe	Trent Bridge House Nottinghamshire County Council Fox Road West Bridgford Nottingham NG2 6BJ Phone 08449 80 80 80 Fax 0115 878 6057 hdc.south@nottscc.gov.uk

District/Borough councils - Corporate Details

Ashfield District Council	Council Offices, Urban Road,
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	<p>Kirkby-in-Ashfield, Notts. NG17 8DA Phone 01623 450000 Fax 01623 457585 info@ashfield-dc.gov.uk Emergency Only out-of-hours 01623 550077</p>
Bassetlaw District Council	<p>Council Offices, Queens Buildings, Potter Street, Worksop, Notts. S80 2AH Phone 01909 533533 Fax 01909 501758 customer.services@bassetlaw.gov.uk Emergency Only out-of-hours 01909 501999</p>
Broxtowe Borough Council	<p>Civic Offices, Foster Avenue, Beeston, Notts. NG9 1AB Phone 0115 917 7777 Fax 0115 917 3030 customerservices@broxtowe.gov.uk</p>
Gedling Borough Council	<p>Civic Centre, Arnot Hill Park, Arnold, Nottingham. NG5 6LU Phone 0115 901 3901 Fax 0115 901 3921 webenquiries@gedling.gov.uk Emergency Only out-of-hours 0800 096 0306</p>
Mansfield District Council	<p>Civic Centre, Cesterfield Road South, Mansfield, Notts. NG19 7BH Phone 01623 463463 Fax 01623 463900 mdc@mansfield.gov.uk Emergency Only out-of-hours 01623 463050 or 01623 420770</p>
Newark & Sherwood District Council	<p>Kelham Hall, Kelham, Newark, Notts. NG23 5QX Phone 01636 650000 Fax 01636 655229 corporate@nsdc.info</p>
Rushcliffe Borough Council	<p>Civic Centre, Pavilion Road, West Bridgford, Nottingham. NG2 5FE Phone 0115 981 9911 Fax 0115 945 5882 customerservices@rushcliffe.gov.uk Emergency Only out-of-hours 0115 981 1143</p>

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Nottingham City Council

Main contact details	The Guildhall, Burton Street, Nottingham. NG1 4BT Phone 0115 915 5555 www.nottinghamcity.gov.uk
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County Council Highway Development Control

Main contact detail and South Area	Development Control (Highways), Trent Bridge House, Fox Road, West Bridgford, Nottingham. NG2 6BJ Phone 0115 982 3823 Fax 0115 977 4054 hdc.south@nottsc.gov.uk
North Area	Communities Department Highways North, Bevercotes House, Fountain Court, Darwin Drive, Sherwood Energy Village, Ollerton, Notts. NG22 9GS Phone 01623 520520 hdc.north@nottsc.gov.uk
Ashfield Broxtowe Mansfield	See – Manage & Operate Partners details above

Highway Safety

Nottinghamshire County Council Accident Investigation Unit (AIU) & Road Safety	Highways Division, Trent Bridge House, Fox Road, West Bridgford, Nottingham. NG2 6BJ Phone 0115 977 4487 Fax 0115 981 1718 aiu@nottsc.gov.uk
Nottingham City Council Road Safety	Road Safety, Neighbourhood Services, Lawrence House, Talbot street, Nottingham. NG1 5NT Phone 0115 915 6556 road.safety@nottsc.gov.uk

Public Rights of Way

Nottinghamshire County Council	Countryside Access Team, Trent Bridge House,
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	Fox Road, West Bridgford, Nottingham. NG2 6BJ Phone 0115 977 2362 Fax 0115 981 2414 countrysideaccess@nottscc.gov.uk
Nottingham City Council	Public Rights of Way Officer, Traffic Management, City Development, Lawrence House, Talbot street, Nottingham. NG1 5NT Phone 0115 915 6078 Fax 0115 915 6150 road.safety@nottscc.gov.uk

Highways Agency

Regional Office	Highways Agency, Broadway, 5, Broadway, Broad Street, Birmingham. B15 1BL Phone 08459 556575 http://www.highways.gov.uk
Highways Agency Agents	See earlier details

Utility Companies

<p>The main utility companies having apparatus in the area are –</p> <p>Severn Trent Water Anglian Water Central Networks Yorkshire Electric National Grid Gas Openreach BT Virgin Media</p> <p>The contact details vary frequently and are always up date on www.emhauc.org.uk There is also a section for smaller utility companies on this website and a matrix that shows which utility company is known to have operated in each highway authority area. Most utility companies have websites that return maps of their plant or apparatus in the relevant search area.</p> <p>For the oil pipelines and some smaller utility companies –</p> <p>Esso Petroleum Co Ltd Mainline Pipelines Ltd Government Pipelines and Storage System Manchester Jetline Ltd BPA ConocoPhillips (UK) Ltd Total UK Ineos TSEP (formerly BP TSEP) Shell UK Ltd Sabic UK Petrochemicals (formerly Huntsman Petrochemicals (UK) Ltd) BT GEO Network E-on UK Plc (Gas Pipelines only)</p>
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BP Exploration PSP
 Scottish Power Generation Ltd
 ConocoPhillips Ltd Humber Refinery, NPower CHP Pipelines, Centrica Energy (Devon)
 Premier Transmission Ltd (SNIP), Coryton Energy Co Ltd (Gas Pipeline) National Grid -
 (National Gas and Electricity Transmission Networks), Marchwood Power Limited (Gas
 Pipeline)
 a website run by <http://www.linsearch.org> provides information on a street by street
 search basis.

Other Important Contact Details

Nottinghamshire Police	Crime prevention advice (see website for further details)	Police Headquarters, Sherwood Lodge, Arnold, Nottingham. NG5 8PP Phone 0115 967 0999 http://www.nottinghamshire.police.uk
East Midlands Ambulance Service (EMAS)		Trust Headquarters, Beechdale Road, Bilborough, Nottingham. NG8 3LL Phone 0115 929 6151 Fax 0115 919 3460 http://www.emas.nhs.uk
Nottinghamshire Fire & Rescue		Nottinghamshire Fire & Rescue Service Headquarters, Bestwood Lodge, Arnold, Nottingham. NG5 8PD Phone 0115 967 0880 Fax 0115 926 1081 info@notts-fire.co.uk http://www.notts-fire.gov.uk
Environment Agency		Regional Office Midlands Regional Office, Sapphire East, 550, Streetsbrook Road, Solihull, West Midlands, B91 1Qi Phone 08708 506506 http://www.environment-agency.gov.uk
	Local Office	East Area Office, Trentside Offices, Scarrington Road, West Bridgford, Nottingham. NG2 5FA Phone 08708 506506 http://www.environment-agency.gov.uk