

Town and Parish
Clerks

NY Highways Launch

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Your ref:

Our ref: M21TR001.KB

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Dear Town/Parish Clerk

I am very pleased to be writing to you today to confirm that our new company for the delivery of operational highway services, NY Highways, will be launched on Tuesday 1 June 2021 as planned. The new company will take on responsibility for the delivery of those services that are currently delivered by our highway maintenance contractor, Ringway, through our current Highway Maintenance Contract, which comes to an end on 31 May 2021.

I would like to take this opportunity to thank Ringway for the excellent service they have provided to the County Council since starting the contract back in 2012. I would like to highlight key achievements, such as helping us to deliver our largest capital programmes of highway works ever during this period, the successful delivery of the accelerated implementation of LED street lighting, Tour de France, Tour de Yorkshire and the effective way that the service was able to respond to numerous weather events, such as the severe and prolonged winter weather during 'Beast from the East' and flooding such as that which was experienced as recently as early 2020.

I accept that there are always areas for improvement but I believe that NY Highways will take on a service that is in a good and strong position thanks to the hard work of all the teams that deliver the service across the county. I am pleased to say that the overwhelming majority of those staff will be transferring into NY Highways.

As we approach the launch date, the activity associated with the NY Highways set up has ramped up even further and a lot of staff across the service are doing a huge amount of work to ensure that the launch of NY Highways is a success. We have set ourselves the key aim that on day one of NY Highways, the residents of North Yorkshire should see no difference in the standard of service that we deliver. We will ensure that we have that continuity that you would expect during the transition and then we will look to see how we can continually improve our effectiveness and efficiency over the months and years to come.

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Business and Environmental Services 

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The company has been formed as a Teckal company which means that, whilst the County Council's highways work will form the main workload of NY Highways, there will be opportunities going forward for the company to work for other public and private sector clients providing the opportunity for additional income to underpin other County Council services. The County Council has made two key appointments to the leadership team in the form of Company Chairman, Martin Duffy and Managing Director, Ross Bullerwell, both of whom bring a wealth of experience and enthusiasm for the task at hand.

As a local Town/Parish Council we recognise that you provide a key link with our communities and that timely and effective communications with you is essential. Whilst NY Highways will take on the role currently performed by Ringway, the roles and responsibilities of the client teams in Highways and Transportation that are based in the local Area Offices and County Hall will remain unchanged. You will still be able to contact the highways teams in exactly the same way as you do now. We are making no changes to the way that local residents, Parish and Town Councils can get in touch through our Customer Service Centre, the County Council's website and the Parish Portal. The Parish Portal provides Town and Parish Councils a direct reporting system 24 hours a day and in turn delivers real time updates from highways. If you require any assistance to register for the Parish Portal then please do not hesitate to contact your local Highway Customer Communication Officer:

Richmondshire & Hambleton – Deborah Flowers

Scarborough, Whitby & Ryedale – Andrew Stanton

Selby & Craven – Sharon Fox

Harrogate – Christopher Blackburn

You can contact your local Officer via the Customer Service Centre, 01609 780780 or email, Customer.Services@northyorks.gov.uk.

We are always looking at how we can improve our communications and any feedback is always welcome.

I hope that you have found this update useful and should you have any queries please do not hesitate to contact me.

Yours sincerely

KARL BATTERSBY
Corporate Director – Business and Environmental Services