

# Highway works in Leicestershire

Frequently asked questions for residents and road users

## About highway works

Roadworks help maintain roads, improve transport networks, support development and keep essential utility services running. The questions below explain who carries out works, how disruption is managed and where to find information.

## 1. Why are there so many roadworks in Leicestershire?

Roadworks are needed to maintain and improve roads, install and repair utility services such as water, gas, electricity and telecommunications, and support new developments across the county.

## 2. What is a permit?

A permit is formal approval for work to take place on the highway. Before work starts, organisations must apply to the County Council, which reviews and coordinates activities to help reduce disruption.

## 3. Who carries out roadworks?

Roadworks may be undertaken by:

- Utility companies
- Developers
- Leicestershire County Council
- Specialist contractors working on behalf of these organisations

## 4. What are emergency works?

Emergency work are unplanned activities required to address immediate safety concerns or service failures, such as burst water mains, gas leaks, damaged utility equipment or highway safety defects.

## 5. Can the Council stop emergency works?

No. Utility companies have legal duties to maintain their networks and are permitted to undertake emergency works immediately when required to protect public safety and restore services.

## 6. What is a TTRO?

A Temporary Traffic Regulation Order (TTRO) is a legal order that allows temporary road closures, speed restrictions, parking restrictions or other traffic management measures during works or special events.

## 7. Why do some works take longer than expected?

Unexpected issues can arise once work begins, including:

- Uncharted underground services
- Adverse weather

- Additional repairs being required
- Complex engineering challenges

Where appropriate, requests for extensions are reviewed and challenged by the Council.

## 8. Does the Council coordinate roadworks?

Yes. The Network Management Team works with utility companies, developers and contractors to coordinate activities and reduce conflicting works where possible.

## 9. How can I find out about upcoming roadworks?

The best source of information is Causeway [one.network](#), which provides up-to-date details of planned and active works, road closures and traffic restrictions.

## 10. Can residents report concerns about roadworks?

Yes. Residents can report concerns through the Leicestershire County Council website using the [report a problem online form](#). Issues reported may include traffic management, signage, access concerns or works or signs that appear to have been left unattended.

## 11. Why are roads sometimes closed instead of using traffic lights?

A road closure is often the safest and quickest method for completing certain activities. In some cases, a closure can significantly reduce the duration of works compared with maintaining traffic flow through the site.

## 12. What is being done to reduce disruption?

The Council:

- Reviews permit applications
- Applies permit conditions
- Coordinates activities across the network
- Carries out inspections
- Challenges excessive durations
- Works with promoters to improve communication and planning

The aim is to keep people and goods moving safely while essential works are completed.

### Links:

[LCC report a problem online form](#) - You can tell us about problems or defects on roads or pavements in the county, such as potholes, through our online form.

[Causeway One Network](#) - [one.network](#) lets residents view, track, and receive alerts about local roadworks, road closures, and traffic disruptions in real time