

September 2020

Dear Councillors and Parish Clerks,

As you are aware, the Highway Ranger Service has transferred back to EFDC, and will be launched on the 28<sup>th</sup> September 2020 in partnership with Essex County Council.

The new service will increase our ability to carry out local maintenance and repair of minor highway problems that impact the appearance and accessibility of the local area.

The rangers have a specific set of tasks that they can undertake safely which include: trimming vegetation around road signs, minor paving repairs, repairing and painting posts or bollards in high streets and working alongside roads that are 30mph and below.

For major highway works such as pothole repair, works on fast roads, works at height, line painting, private vegetation encroaching on the highway, works needing road closures or works in the carriageway will still need to be logged online with Essex Highways. A full guide of what Highway Rangers can undertake can be found [here](#).

To report requests for minor highway works that the rangers can safely undertake we are launching a new reporting form on the EFDC website where Parish Councillors, Parish Clerks, District Councillors and members of the public can log a request using a new webform; an example is shown below.

## Requested EFDC Highway Rangers Work

Required Works About You

Type of fault \*

- Vegetation strimming ✓
- Hedge Clipping
- Pavement Slabs Repair
- Weeding
- Sign repair / cleaning
- Fly posting / graffiti
- Fence / bollard painting / repair
- Clearing litter / litter pick

The benefit of this will mean that each task is given a unique reference number that can be monitored, and information will arrive in a consistent format. The webform will be the primary mechanism for logging requests for the Highway Rangers and it will guide people to complete the form with only requests that are suitable for them.

Parish Clerks will also have the ability to approve or reject inappropriate or duplicate work requests raised by constituents in their area to allow greater visibility of requests. A further message will go out to clerks explaining this functionality shortly. Work requests that the Rangers cannot undertake will be rejected and the requester advised to log with Essex Highways on their website here [Essex Highways](#).

We will keep the process under review to monitor how effective it is and will adapt as necessary. Until the website launches and you are sent details of the link, all highway defects or concerns can still be logged with [Essex Highways](#) as usual. Essex Highways will assess highway defects and refer appropriate tasks to EFDC for consideration for the rangers.