

Via e-mail

Your Ref:
Date: 28 March 2017

My Ref:
Tel No.:
Email: nick.tupper@norfolk.gov.uk

Dear Town & Parish Council

Highways Maintenance - Your Local Area Teams

Following our recent reorganisation I am updating you on your local Highways Maintenance Teams and how we can help you.

There are now three local Highways Maintenance Teams covering Norfolk, each with an Area Manager. They are based at Aylsham (North), Ketteringham (South), and Saddlebow (West). A plan is attached of the areas covered by each team, divided into ten sectors. These sector teams are each headed by a local Highway Engineer who you can contact to discuss any highway maintenance issues.

The best way to contact us and report a simple problem is via the web portal. If the report is about a defect, like a pothole, it will automatically be added to our list of defects and will be sent immediately to the Area teams for inspection. If the report is more a question that needs to be investigated, it will be recorded on our Customer Relationship Management system (CRM) and sent to the appropriate team.

The area offices are the working highway depots that our Highway Rangers, who carry out repairs on the ground, work from. They also construct most of the Parish Partnership schemes, with the exception of schemes which have electrical connections ie Vehicle Activated Signs (VAS). Winter maintenance activities are also co-ordinated from each of these main depots, which all have domes for storing salt (grit).

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Your local team can advise you on a range of highway related issues or point you in the right direction. Primarily our local highway maintenance role is as follows:

- Regular inspections of the highway (including Public Rights of Way) to identify any problems or work needed, for example potholes that need to be filled, highway drainage that needs to be repaired or gullies that need to be emptied.
- Public liaison, which means dealing with the enquiries that come in from the public.
- Ordering highway maintenance work needed.
- Preparing Scheme Briefs, where we need more complex solutions to fix problems.
- First point of contact for wider local highway enquiries for example traffic and parking issues.
- Assessment and design of minor schemes.
- Supervise the construction of new roads etc being built by developers.
- Co-ordinate and carry out the winter maintenance (road gritting) for the local area.
- Help and support in developing and delivering Parish Partnership schemes.
- Help and support working with local councils, including investigating how problems and issues can be resolved and delivered locally.

The Area teams look forward to continuing their close working relationship with you and your Council over the coming year. This includes working with you to develop and bid for future Parish Partnership schemes to solve local issues.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Nick Tupper', with a stylized flourish underneath.

Nick Tupper

Head of Highways