

**From:** Highways Engagement  
**Sent:** Wednesday, November 5, 2025  
**Subject:** Highways Asset Response Team (HART)

Dear Sharon

I hope this message finds you well.

On behalf of Oxfordshire County Council, I am pleased to inform you of an exciting new initiative aimed at enhancing our reactive highways maintenance service and deepening our engagement with local communities.

We are introducing the Highways Asset Response Team (HART), a dedicated and agile resource designed to deliver targeted improvements within local communities.

The HART team is equipped to undertake a range of essential maintenance activities, including:

**Street Furniture Cleaning:** Cleansing signage and pedestrian refuge island bollards to ensure visibility and regulatory compliance.

**Pedestrian Safety Enhancements:** Removing damaged railings, street furniture, and footway plates, and addressing associated surface deterioration.

**Vegetation Management:** Clearing minor highway vegetation encroaching onto footways and cycleways to improve accessibility.

**Surface Debris Clearance:** Sweeping isolated areas of loose debris from footways and residential carriageways to maintain cleanliness and safety.

**Visual Amenity Improvements:** Removing outdated flyposting from street furniture to improve the overall streetscape.

**Street Clutter Reduction:** Collecting and removing redundant barriers and obsolete Chapter 8 signage to declutter public spaces.

As a key representative of your Parish, your local knowledge is genuinely appreciated. If you're aware of any locations within your area that fit the scope outlined above, I'd be very grateful if you could share those suggestions ahead of our visit. It would be especially helpful to include a few details, such as photographs before we look to propose dates for a walkaround. This will help us explore potential works in more detail and ensure they are well aligned with local priorities.

Parish Councils will be invited to complete a short, five-question survey following the completion of works in your community. Your feedback will play a key role in helping us understand what's working well and where we can improve, ultimately shaping how we deliver services in the future.

We look forward to hearing from you.

**Highway Engagement Officer**  
**Highway Maintenance**  
**Environment & Place**  
**Oxfordshire County Council**