



Andover Town Council

Item No.

10

To review this preliminary report and **consider**

- if this is something of value for ATC to undertake on behalf of the residents
- **instructing** Officers to further investigate the scheme and to speak to partner organisations to see if it is viable.
- **approving** Cllr J Hughes as lead on this scheme and to work with Officers to gather more information
- bringing a more detailed report to Full Council.

Produced for: C&E Committee

By: Town Clerk

Date of Report: 19 February 2026

Modelled on the Devon County Council Road Warden Scheme¹

Following the two Councillor motions presented to Full Council on 18 February 2026, Cllr J. Hughes approached the Town Clerk with a proactive proposal to help address the ongoing issue of potholes. This initiative could operate alongside the resolutions agreed at Full Council.

The concept is based on a scheme that has been implemented successfully in Devon, and a summary of the model is outlined below.

1. Introduction

Devon County Council's Road Warden Scheme is a formal partnership that enables town and parish councils to undertake minor works on or near the public highway under an agreed framework with the highway authority. These works are tasks that the county council can no longer resource but still benefit communities when maintained locally.

This report explains how Andover Town Council, working with Hampshire County Council, could adopt a similar model to increase local resilience, improve street-level maintenance, and empower community volunteers.

2. Key Features of the Devon Scheme (for replication)

2.1 Formal Agreement

Devon's scheme is based on a formal agreement between the highway authority and the participating town/parish council, granting permission for minor works on and off the live carriageway.

2.2 Types of Work Volunteers Can Carry Out

Devon allows trained volunteers or contracted local wardens to carry out tasks such as:

- Pothole repairs that do not meet intervention thresholds.
- Weed removal.
- Drain and gully cleaning.
- Sign cleaning and fingerpost repairs.
- Grass cutting and verge management for wildlife.

These tasks are carried out following Devon County Council's method statements and under the supervision or guidance of their local neighbourhood highway officer.

2.3 Insurance Provision

Devon provides public liability cover for volunteer work done in accordance with their guidance. This coverage supports councils undertaking activities responsibly while ensuring third-party claims are defensible.

2.4 Free Training

Devon offers volunteers free training, including essential health and safety modules such as Chapter 8 (traffic management).

2.5 Priority Access to Funding

Participating councils receive priority for the Highway Maintenance Community Enhancement Fund (HMCE).

2.6 Volunteer & Coordinator Roles

A Road Warden should:

- Be nominated by their council.
- Act as the communication link with the highway authority.
- Coordinate minor works.
- Maintain risk assessments and documentation.

Volunteers must be trained, supervised, and work within the scheme's framework.

3. Benefits of Implementing a Similar Scheme in Andover

Based on Devon's outcomes, the benefits include:

3.1 Enhanced Local Resilience

The Devon scheme grew out of budget reductions and demonstrated that communities can plug gaps in routine maintenance safely and effectively.

3.2 Faster Minor Repairs

Minor defects—especially small potholes—can be filled quickly, using approved materials (Devon uses *Instarmac Ultracrete Permanent Pothole Repair*).

3.3 Environmental and Drainage Improvements

Councils like Slapton (Devon) use Road Wardens to keep drains clear year-round, mitigating flooding exacerbated by climate change.

3.4 Stronger Community Engagement

Devon's scheme resulted in trained volunteers becoming "highway champions", taking ownership of their local environment.

¹ [Road Warden Scheme - Communities](#)

4. How Andover & Hampshire Could Implement This Scheme

4.1 Step 1: Establish a Formal Agreement

Hampshire County Council would draft an agreement similar to Devon's, outlining:

- Which tasks are permitted
- Training requirements
- Health & safety expectations
- Reporting and supervision processes
- Insurance arrangements

This mirrors the structure used by Devon County Council.

4.2 Step 2: Identify Appropriate Work Categories

Hampshire could adopt Devon's approved task list:

Potential "Safe Community Tasks" for Andover:

- Clearing weeds and vegetation
- Cleaning signs and fingerposts
- Minor verge trimming and drainage clearing
- Small non-safety pothole fills
- Reporting and documenting larger defects

All tasks would require method statements similar to Devon's Road Warden Pack.

4.3 Step 3: Training Programme

Hampshire would provide:

- Traffic Management (Chapter 8) training
- Health & Safety training
- Safe use of tools and PPE

This parallels Devon's free training scheme.

4.4 Step 4: Insurance & Risk Management

Hampshire should replicate Devon's model:

- Public liability insurance for work done per guidance
- Volunteers responsible for their own personal equipment and property losses

A risk assessment template (similar to Devon's MS1) should be provided.

4.5 Step 5: Appoint Andover Road Warden(s)

Andover Town Council would:

- Nominate a coordinator
- Recruit trained volunteers
- Maintain a schedule of works
- Liaise with Hampshire's Highways team

Mirrors Devon's structured volunteer roles.

4.6 Step 6: Launch Pilot Areas

Suggested pilot areas:

- Residential zones with recurring drainage issues
- Rural approaches to the centre of Andover, but still within the parish of Andover.
- Areas with regularly reported minor potholes

Devon successfully piloted with several parishes before scaling up.

4.7 Step 7: Seek Funding for Materials

Devon allocated over £100,000 to support community maintenance activities.

Hampshire County Council could:

- Provide a similar local enhancement fund
- Offer grants for materials, PPE, and minor equipment
- Allow Town Council match-funding

5. Materials, Equipment, and Standards

Devon provides clear guidance on approved tools and materials, including:

- PPE: hi-vis clothing, goggles, gloves, hard hats, boots
- Tools: shovels, rakes, tampers, traffic cones, signage
- Materials: Approved pothole repair filler such as "Ultracrete Permanent Pothole Repair"

Adopting these standards ensures consistency and safety across local operations.

6. Governance and Oversight

Hampshire County Council would be responsible for:

- Approving proposed works
- Providing a highway neighbourhood officer contact
- Issuing guidance documents and method statements
- Monitoring safety and compliance

This governance model mirrors Devon's structured oversight.

7. Conclusion

By adopting the proven framework developed by Devon County Council, Andover Town Council and Hampshire County Council can:

- Empower communities
- Improve maintenance outcomes
- Strengthen local resilience

- Mitigate environmental risks
- Accelerate non-critical road repairs

The Devon scheme is nationally recognised as a model of innovation, receiving interest from other authorities and the Department for Transport and would help Andover Town Council promote a proactive solution to a very serious problem for the residents of Andover.

Alignment of the Road Warden Scheme with Andover Town Council's Business Plan

The proposed Road Warden-style initiative, inspired by the successful scheme operated in Devon, aligns strongly with the strategic aims and priorities set out in Andover Town Council's Business Plan. The scheme directly supports the Council's commitment to enhancing the local environment, strengthening community involvement, and improving the quality of life for residents.

1. Community Resilience and Empowerment

The Business Plan emphasises building stronger, more resilient communities.

The Road Warden model empowers residents and volunteers to play an active role in maintaining their neighbourhoods by undertaking well-defined minor highway tasks such as vegetation clearance, drain cleaning, and non-safety pothole filling. This aligns with the Council's objective to encourage community-led solutions and increase civic participation.

2. Enhancing the Local Environment

Environmental improvement is a core priority for the Council.

By enabling trained volunteers to clear weeds, clean signs, maintain verges, and keep gullies free-flowing—mirroring the tasks carried out under Devon's scheme—the initiative contributes directly to a cleaner, more attractive, and better-maintained public realm across Andover.

3. Supporting Sustainable and Preventative Maintenance

The Business Plan highlights the need for cost-effective and sustainable management of local assets.

The Devon scheme demonstrates that community participation helps fill gaps in routine maintenance where higher-tier authorities no longer have the resources to intervene. By adopting a similar approach, Andover can reduce long-term deterioration of minor highway assets, prevent issues from escalating, and complement Hampshire County Council's statutory responsibilities.

4. Strengthening Partnerships with Higher-Tier Authorities

The Council aims to work collaboratively with partner organisations for the benefit of residents.

The Road Warden model is based on a formal partnership between local councils and the highway authority, including training, insurance arrangements, and oversight from a neighbourhood highways officer—exactly as implemented in Devon. Establishing a similar framework with Hampshire County Council would reinforce joint working and improve service coordination.

5. Value for Money and Efficient Use of Resources

The Business Plan commits the Council to ensuring public funds achieve maximum public benefit.

Devon's scheme has shown that with modest investment—supported by grants, volunteer labour, and approved low-cost materials such as Ultracrete Permanent Pothole Repair—local maintenance outcomes can be significantly improved. A similar Andover scheme would deliver measurable results with minimal expenditure, offering excellent value for money.

6. Increasing Civic Pride

The Council's strategic priorities include fostering pride in Andover's streets, green spaces, and neighbourhoods.

By giving residents direct ownership of small-scale improvements and enabling visible, frequent maintenance similar to that undertaken in Devon communities, the scheme would help create cleaner, safer, and more welcoming public spaces, enhancing community pride.

Considerations:

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