

FixMyStreet Super User Volunteer

Aim of volunteering role: to proactively investigate highways issues in your local area and act as the eyes and ears for our Highways Officers. Identifying potholes, damaged pavements, kerbs and blocked drains/gullies, the **Super User can raise work orders**, within criteria, for minor works.

The objective of the volunteering role is to: help maintain public roads and pavements in your local area. This saves the Highways Officer coming out for relatively easy to resolve problems allowing them to concentrate on the bigger issues.

Tasks:

1. Identify defects and report these on FixMyStreet Oxfordshire
2. Take photographs, measure and mark-up defects
3. Raise work orders for defects which fall within criteria
4. Alert highways team to potentially dangerous defects which may require an urgent response
5. Alert highways team to potential large scale areas of work
6. Report to Highways any concerns regarding work which has been carried out

Time:

There are no set days or hours, however we do ask Super Users to raise at least one work order every 4-6 weeks.

Training:

Initial training is in two parts. A one hour online training session, which includes a short Knowledge Check, followed by a two hour in-person visit in the volunteer's town/parish. Super Users are expected to attend ongoing Refresher training as and when required and at the minimum every 12 months.

Activity Reviews:

Individual Super User activity is reviewed at 6 weeks, 6 months and 12 months post training, with every 12 months thereafter. Where a Super User is inactive for 6 months or more their Super User status will be suspended until Refresher training has taken place.

Place of volunteering:

You will be working within your local area which will be agreed on an individual basis.

Volunteer supervisor:

Nigel Clark, Team Leader, Environment & Place

Transport:

Not applicable

Skills required:

1. Interest in and commitment to improving highways in your local area
2. Able to take and upload digital photographs
3. Ability to complete an online form and use copy and paste
4. Calculate square metres (training/example is provided)
5. Ability to consider most cost effective way forward and seek assistance if unsure

Materials required:

1. Paint and Hi-Vis jacket is supplied by OCC
2. You will need your own WiFi compatible device to take photographs and enter defects on FixMyStreet Oxfordshire's website
3. We recommend you use a tape measure, notepad and pen/pencil (not supplied by OCC)

Benefits offered:

1. Full training on how to identify defects which are within criteria
2. Full training on how to use FixMyStreet
3. On the job training where necessary
4. An improvement to your local highways
5. Wider connections for out-of-scope defects
6. Monthly newsletter
7. Ongoing support and training

FixMyStreet Super User Scope and Criteria

Super Users can raise works orders on:

- Unclassified roads, with speed limit of 30mph or less
- Some B roads – up to 30mph with a pavement
- Footways (pavements) and segregated cycleways which run alongside the above roads
- **NOTHING** on an A road *(unless you have written permission for a 20mph A road)*
- **NO ROADS** with speed limit above 30mph (this includes declassified roads)

As a Super User you can raise the following types of works orders (Defects):

- Pothole repairs
 - MINIMUM size of 150mm wide x 150mm long and 40mm deep (20mm on footway/pavement)
 - MAXIMUM of 5m²
- Kerbing repairs
 - Damaged, Loose, Missing, Misaligned
 - MAXIMUM of 5 kerb units or 2 metres
- Paving repairs
 - Damaged, Loose, Missing, Misaligned paving slabs - MAXIMUM of 5 kerb units or 2 metres
 - Pothole repairs - MINIMUM 150mm wide x 150mm long and 20mm deep MAXIMUM of 5m²
- Blocked drains and gullies

Anything outside of the Super User scope can be reported via Fix My Street as an ENQUIRY as normal. If urgent, or a large area needing attention, we can flag to Highways.