

Cheshire West & Chester Council

**Code of Practice  
for  
Highway Safety Inspections  
October 2018  
APPENDIX B**



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## **1.0 Introduction**

### **1.1 Cheshire West and Chester Borough Council Policy : Highway Safety Inspections**

Cheshire West and Chester Borough Council, as the local highway authority, have a legal duty under the Highways Act 1980 ("the Act") to maintain highways which are maintainable at the public expense. The duty is owed to all users of highways, whether using vehicles or on foot. For the purposes of this Code the term "highway" is used to include "road" and "street" over which "the public at large" can pass and repass as frequently as they wish, without hindrance and without charge.

This duty only applies to highways maintainable at the public expense and does not extend to unadopted highways or private roads which the highway authority is not responsible for.

The Highway Service is responsible for a wide range of assets including:

- Carriageways (facilities used by motor vehicles);
- Footways used for that part of a highway over which the public have a right of way on foot only, e.g. segregated surfaced paths used by pedestrians. 'Footway' includes the commonly understood use of the term 'pavement';
- Cycle ways/routes (collective term for facilities used by cyclists); These include cycle lanes on carriageways, cycle tracks adjacent to or away from carriageways, on carriageway provision with cycle symbols and shared use facilities.
- Street lighting;
- Bridges carrying highways and the City walls;
- Highway drainage;
- Traffic signs and road markings;
- Traffic signals; and
- Safety barriers.

The Council will undertake safety inspections of the adopted highways in accordance with its Highways Safety Inspection Policy (Appendix A) and Code of Practice for Highway Safety inspections (Appendix B).

### **1.2 Scope of this Document**

Safety inspections form a necessary part of keeping the Highway network safe for the travelling public and are critically important in court cases for providing evidence that the Council adopts a responsible attitude to its legal duties as highway authority. If a member of the public has an accident owing to the condition of the highway, then the highway authority may be liable to pay damages to the user unless it can demonstrate that it has taken reasonable care to keep the highway safe in accordance with its duty of care under Section 41 of the Act.

This Code of Practice is underpinned by the recommendations set within the 'Well-Managed Highway Infrastructure: Code of Practice 2016' (WMHI 2016) published by The UK Roads Liaison Group on 28<sup>th</sup> October 2016 (amended 15<sup>th</sup> March 2017) which provides highway authorities with guidance on highways management strategies. Adoption of the recommendations contained in the code is a matter of judgement for each highway authority, based on their own legal interpretations, risks, needs and priorities.

Throughout this process Cheshire West and Chester Borough Council has consulted with its neighbouring authorities to promote consistency in the approach as recommended within the WMHI 2016.

The Council's existing Code of Practice for Safety Inspections (2013) already adopts a risk based approach and the recommendations within the WMHI 2016 have been fully considered as part of this review process.

This Code of Practice sets the standard for highway safety inspections on the roads within the Borough of Cheshire West and Chester. In most cases, the recommendations in this Code of Practice will be sufficient, but staff engaged on safety inspections will always be expected to apply their on-site judgement to take account of particular unique circumstances. All details of inspections, defects and intended repairs should be recorded, together with the details of when subsequent repairs are carried out and completed. In addition, sections with no defects must be positively documented.

This document details the risk-based inspection regime carried out by trained highway safety inspectors and investigators. It sets out the standards to be followed on the Borough's roads. It is to be used by all members of staff who may be required to report defects or to attend sites to conduct follow up inspections on defects reported by members of the public, the police, local Councillors, etc.

The highways safety inspections are supplemented by other ad-hoc inspections and assessments, those undertaken in accordance with national standards and/or good practice in response to (1) specific requests received through correspondence or other channels, and (2) technical notes and circulars published by organisations including the Department for Transport, Highways England and local authority associations.

This Code of Practice will be subject to periodic review, to implement any identified improvements through continual evaluation of the Code of Practice and any changes to reflect new legislation and recommendations within national guidance together with emerging case law. Any updated versions of this document will be submitted for approval in accordance with agreed Council procedure.

This Code is not intended as a detailed technical reference for all aspects of highway infrastructure maintenance or to repeat technical guidance available elsewhere. The management and maintenance of Public Rights of Way (which is a term generally used to denote a more minor highway, limited to a particular class of user, such as a footpath or bridleway) are dealt with under a separate regime.

### 1.3 Highway Inspections

Highway visual condition inspections used to record defects in highway condition are of three types:-

Safety	To attend all adopted highways to a regular schedule programme, record actionable defects and initiate action to make safe in accordance with the response times detailed in paragraphs 3.3 and 3.4 below;
Detailed	Annually to record hazards plus non urgent repairs that are to be considered for inclusion in planned works;
Structural	To assess the overall structural condition of sections of the highway network to ensure that the funds can be allocated where need is greatest

This Code of Practice sets out the criteria for safety inspections. It does not include inspections for ice and snow. The winter maintenance policy and practice is covered in a separate document.

## 2.0 Legal Framework

### 2.1 Highway Safety

Cheshire West and Chester Borough Council as highway authority have a legal duty to “maintain the highway” under Section 41 of the Highways Act 1980. The Council may be exposed to a claim for damages for breach of the statutory duty by an individual highway user who suffers loss/personal injury if the Council has failed to maintain a highway and not complied with its duty.

The Council’s policy of regular safety inspections and a repair regime is in place to ensure compliance with the legal duty. The records maintained in the ‘*Confirm*’ business management system assist in establishing the facts and provide evidence of the current maintenance standards.

The regular inspection / recording / retrieval system and the consequent action provide both:

- a formal and accessible record of the condition of the highway; and
- a defence that the highway authority had taken such care as in all the circumstances was reasonably required to ensure that the highway was not dangerous for traffic (Section 58 of the Act). In order to provide a defence against a claim there must be a written maintenance assessment standard and regime in place, strictly followed which is in accordance with nationally accepted criteria. The highway authority must demonstrate that it had effective policies in place and that same were adhered to. The ‘*Confirm*’ business management system is designed to be a key element in fulfilling that task.

### 2.2 Definition of Maintenance and Repair

The ordinary meaning of ‘maintain’ is to keep something in the state that enables it to serve the purpose for which it exists (*Haydon v. Kent County Council* [1978] Q.B. 343). It is broader than just matters of repair and keeping in repair. Section 329(1) of the Act provides that ‘maintenance’ includes repair and the word ‘maintain’ is to be construed accordingly. A partial definition such as this suggests a wider meaning beyond which has been tested in case law and the courts have played a significant role in determining what amounts to a breach of the statutory duty.

Maintenance includes keeping road markings, street lights and signs in a condition to serve the purpose for which they exist. The highway authority’s statutory duty to maintain the highway extends to the repair and maintenance of drainage systems beneath the highway surface.

The statutory duty to maintain a highway does not include a duty to improve a highway. Therefore, there is no duty on a highway authority to widen an existing highway, even if an incident may be said to be attributable to the amount of traffic using a road which is too narrow (*Highway Law*, S.J.Sauvain 1989 page 104, section 5-21).

### 2.3 The Highways Act 1980

The Highways Act expressly provides that the reasonableness of the highway authority’s actions in attempting to perform the duty of maintenance could form a special defence to the

action.

The burden of proof is on the highway authority to establish that it had taken such care as was in all circumstances reasonably required to secure that the part of the highway to which the action related was not dangerous for traffic. This statutory defence is found in Section 58 of the Act.

The Council's Highways Service has the task of providing for the defence of the highway authority on the roads within the Borough, by taking action to make the highway network safe for its users. Insurance against third party highways claims is held by Cheshire West and Chester Borough Council for all adopted highways in the Borough.

The Authority needs to demonstrate that it has acted 'reasonably', which would include the production of adequate documentation and evidence in support of actions taken. Specifically in Cheshire West and Chester this would include having a defined and monitored inspection regime in place, evidence of inspection records, the ordering of works of repair and the checking of compliance with instruction to repair.

## 2.4 Establishing a Defence

A claimant must demonstrate that the highway was not in a reasonably safe state as result of a failure of the highway authority to maintain. The test is whether the state of the highway was such as to cause a reasonably foreseeable danger.

For the purpose of a establishing a defence under Section 58(1) of the Act, the court shall in particular have regard to the following matters set out in Section 58(2) of the Highways Act 1980:

- the character of the highway, and of the traffic expected to use it;
- the standard of maintenance appropriate for a highway of that character;
- the state of repair in which a reasonable person would have expected to find the highway;
- whether the highway authority knew, or could reasonably have been expected to know, that the condition of the part of the highway to which the action relates was likely to cause danger to users of the highway;
- if the highway authority were aware of the danger and could not have been reasonably have expected to repair that part of the highway before the accident, what warning notices of the dangerous condition had been displayed.

Three points have to be established by a claimant (*Mills v Barnsley MBC [1992] PIQR P291*):

- The claimant must demonstrate that the highway was dangerous for the ordinary traffic that passes over it (e.g. pedestrians, cyclists, motor vehicles);
- The dangerous condition was caused by the failure to maintain or repair;
- Personal Injury or damage/loss resulted from that failure.

A highway authority can raise the defence of contributory negligence, and contend that the claimant's own negligence contributed to their physical injury or damage.

The duty is to put and keep the highway *"in such good repair as renders it reasonably passable for the ordinary traffic of the neighbourhood at all seasons of the year without danger caused by its physical condition"* (*Burnside v Emerson [1968] 1 WLR 1490*, Lord

Justice Diplock at paragraphs 1496 to 1497).

Section 58(2) of the Act specifically provides that in seeking to establish the defence the highway authority cannot hide behind the acts of a contractor appointed by it to carry out maintenance or repair work unless the highway authority can prove that it gave the contractor “proper instructions” and “that he carried out those instructions.”

## 2.5 Statutory Undertakers

Section 58 of the Act does not apply to damage resulting from statutory undertaker’s works or their interests in apparatus beneath the highway surface.

The following sections of the New Road and Street Works Act 1991 apply to reinstatement of the street following the completion of works:

- Section 70 & 71 – The undertakers must ensure that their reinstatements conform to the requirements of the “Specification for the Reinstatement of Openings in Highways” published in 1991.
- Section 72 – If a reinstatement is causing a danger, the highway authority may carry out appropriate work at the statutory undertaker’s expense. The highway authority becomes responsible for a permanent reinstatement upon expiry of the guarantee period which is two years (three years in the case of openings deeper than 1.5 metres).
- Section 81 provides that an undertaker having apparatus in the street must ensure that it is maintained to the reasonable satisfaction of the street authority having regard to the safety and convenience of persons using the street and in particular to the needs of people with a disability.

A utility company is entitled to rely on the inspections carried out by a highway authority, but will be fixed with the same knowledge of a defect as the authority (*Reid v British Telecommunications PLC* (unreported, Court of Appeal, 1987).

In *Reid v British Telecommunications Plc* [1987] it was held that the undertaker was not negligent in relying on a highway authority’s six monthly inspections rather than itself conducting regular inspections on the condition of its manhole covers. However, if an undertaker did so rely, it was taken to have the same knowledge of their condition as it would or ought to have had if it had carried out its own inspection at the time of the highway authority’s inspection.

Therefore, the highway authority must promptly inform the undertaker of any dangerous defect.

Hazardous defects in the undertaker’s apparatus, insofar as it forms part of the highway surface, or reinstatements discovered during an inspection must be recorded and a report sent promptly to the appropriate person in order that the correct statutory undertaker may be informed.

Immediate recorded action may be necessary by the appropriate person by telephone or e-mail. Any failure to report such defects could place responsibility for damages partly on the highway authority. The leading case of *Nolan v Merseyside County Council and North West Water* (unreported, Court of Appeal, 15 July 1982) held that where both the highway authority and utility company are in breach of duty, but otherwise without fault, it is appropriate to apportion liability equally.

Action may require to be taken by the highway authority if the undertaker does not respond within a reasonable time set by the highway authority.

“The Nolan Principle” (from above) is often cited by statutory undertakers and their insurers in the event of a third party claim being made against them. If the principle is upheld, the highway authority and the undertaker share the costs on a 50:50 basis. Nolan is unlikely to succeed when the highway authority has an effective inspection and repair system in place and can demonstrate that it was in use and that the undertakers were informed of the defect.

## 2.6 Other Authorities & Owners

An inspection or a site visit may reveal hazardous defects in privately owned street furniture, retaining walls or overhanging trees, etc. which do not fall within the remit of the highway authority.

Any hazards found must be recorded in the *Confirm* business management system and a report sent immediately to the appropriate person in order that the correct street authority or property owner may be informed. A prompt response may be necessary by telephone or e-mail. Any failure to report such defects could place responsibility for damages partly on the highway authority by an extension of the Nolan Principle.

## 3.0 Safety Inspections

### 3.1 General

Regular inspections of the whole of the adopted highway network are undertaken by trained personnel operating either from a slow moving vehicle or on foot, using a hand-held device to record the date, location and nature of the identified defects considered hazardous to the travelling public.

The safety inspection data obtained is transferred to the ‘*Confirm*’ business management system central database which produces printed and electronic defect reports at each local Highways Office (Chester/Ellesmere Port and Winsford / Northwich). These reports are used as instructions to the contractor, who carry out and complete the repairs or make safe the hazard.

### 3.2 Hierarchy and Frequency

Cheshire West and Chester Borough Council's network hierarchy is based on recommendations are set out in the WMHI 2016. The carriageway hierarchy is set out in paragraph 3.3 below and footway hierarchy is set out in paragraph 3.4 below. The following hierarchy determining factors have been considered when assigning network hierarchies to a particular street or road section. These factors may change the hierarchy for a particular street or road section.

Road classification	Resilient Network, Strategic Route, Main Distributor, Secondary Distributor, Link Road and Local Access Road
Traffic use	Traffic flow data, footfall
Characteristics of street	Schools, shopping areas, medical facilities/hospitals, emergency services, car parks, cycle routes, residential & assisted living facilities, leisure centres and large sports facilities, local shopping areas



Condition data	Walked survey data, SCRIM, SCANNER, CVI, DVI Defect numbers and repairs
Insurance claims data	Claims on a street
Correspondence	Enquiries, complaints data

A periodic review of inspections, assessments, frequency and recording regime is to be undertaken as and when required. This review will be considered at a senior management level.

Any proposals for amendments to the existing code of practice will be considered by Cheshire West and Chester Borough Council senior management team and the relevant Executive Member. Any proposals brought forward during a periodic review which are approved and implemented will be formally recorded.

### 3.3 Carriageway Hierarchy

Category	Category Name	Description	Inspection Frequency
1R	Resilient Network	Core road network to maintain resilience of key routes.	1 month
2	Strategic Route	Trunk and some Principal 'A' Roads between Primary Destinations	1 month
3A	Main Distributor	Major Urban Network and Inter-Primary Links Short – medium distance traffic	2 month
3B	Secondary Distributor	Classified Road (B and C class) and unclassified urban bus routes carrying local traffic with frontage access and frequent junctions	3 month
4A	Link Road	Roads linking between Main and Secondary Distributor Network with frontage access and frequent junctions	6 month
4B	Local Access Road	Roads serving limited number of properties carrying only access traffic	12 monthly

### 3.4 Footway Hierarchy

Category	Category Name	Short Description	Inspection Frequency
1(a)	Pavement	High Amenity Walking Areas	1 month
1	Pavement	Primary Walking Route	1 month
2	Pavement	Secondary Walking Route	3 months
3	Pavement	Link Footway	6 months
4	Pavement	Local Access Footway	12 months
4A	Pavement	Minor Footway	12 months
1	Cycleway	Cycle Lane – Contiguous within the carriageway or footway	As per carriageway or footway
2	Cycleway	Cycle Trails – Leisure routes through open spaces which are the responsibility of the highway authority to maintain	Annually

### 3.5 Undertaking Highway Safety Inspections

The general guidance on how inspections will be undertaken as specified in the Network (carriageway and footway) hierarchy:

- All safety inspections will be carried out during daylight hours and in weather conditions that would not have an impact on their accuracy.
- Inspections will be walked or driven depending on the individual sections.
- All footway categories will be carried out on foot.
- If there is a section of highway that is not visible to the Inspector whilst carrying out a driven inspection they shall stop the vehicle and inspect on foot. Driven inspections will be undertaken by two people, a driver and an inspector. The driver is responsible for driving and the safety inspector will be responsible for carrying out the safety inspection.
- Dual carriageway sections will be inspected in both directions.
- Generally off-street car parks do not form part of the adopted highway network and are outside the scope of this document.

### 3.6 Repair Response Times

During safety inspections all observed defects will need to be recorded in order of their priority, determined by an on-site risk assessment. In order to record how quickly action is required after an inspection, a 'category' is applied to each individual defect.

Cheshire West Category	Response Time
E	Immediate make safe / repair within 2 hours
1	Make safe/repair within 1 day
2H	Make Safe / Repair within 5 working days
2M	Repair within 28 working days
2L	Consider for planned maintenance

The time scale for each category commences when the term maintenance contractor has been notified of the work required.

### 3.7 Defect Categories

Having identified a highway defect, it is necessary for the inspector to apply their judgement by undertaking an on-site risk assessment in accordance with the Code of Practice to determine the required remedial action and required response time.

The defect will then be recorded in to one of the following categories:-

Emergency	A defect that presents a critical hazard to Highway users that requires immediate attention
Category 1	A defect that presents a hazard to Highway Users that requires prompt attention
Category 2	All other defects that do not present an immediate hazard to Highway Users

#### **Emergency Response:**

The defect is such that it presents an immediate and critical hazard or because there is risk of short term deterioration. The response time during office hours is 1 hour for electrical defects and 2 hours for other defects and a representative of the Council's Highway Service will assess whether to remain on site until protective safety measures have been undertaken.

IMMEDIATE ACTION is action taken by the Inspector at the time of the inspection. This includes informing the Local Highways Office by mobile telephone of a requirement to initiate an emergency response, by placing warning signs & traffic cones or by filling a pothole.

### Category 1 Response:

Defects which are an immediate hazard and require prompt attention and which make-safe repairs should be completed by the end of the next working day.

RECOMMENDED MAKE SAFE ACTION is used to initiate action by the Highways Office staff to appoint a contractor to complete make-safe works by the end of the next working day. This may include the installation of signing / traffic cones or by repair work.

### Category 2 Response:

These defects are those which are deemed not to represent an immediate hazard and which can be repaired within longer timescales. The nature and timing of the response will be determined by assessing the degree of risk and taking into account the same factors detailed in response to Category 1 defects.

These defects have been divided into 3 priority categories High (2H), Medium (2M) and Low (2L): -

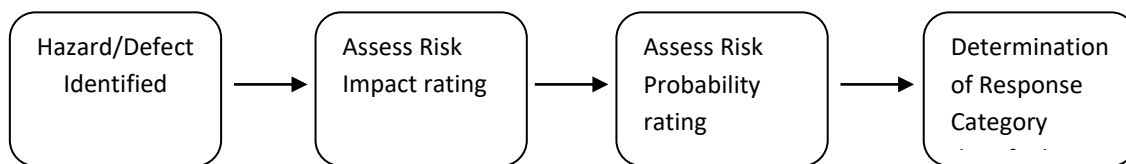
- Category 2H – High Priority - Make safe or repair within 5 working days
- Category 2M – Medium Priority – Repair within 28 working days
- Category 2L – Low Priority - Consider for planned maintenance

### 3.8 Defect Risk Assessment Process

The principles of a system of defect risk assessment for application to safety inspections are set out below. Any defect that meets the investigatory level is to be assessed using the Risk Matrix Table.

### 3.9 Risk Evaluation

The risk associated with all defects and hazards needs to be evaluated in terms of its overall significance. This means assessing the likely **impact** should the risk occur and the **probability** of it actually happening. There are four basic steps to this process:



### Risk Impact

The risk impact rating is quantified by assessing the extent of damage likely to be caused should the risk become an incident. The impact of risk occurring is assessed as follows:

Negligible	The defect/hazard is very unlikely to cause injury or damage to a person or vehicle
Low	The defect/hazard is unlikely to cause injury or damage to a person or vehicle
Medium	The defect/hazard may cause injury or damage to a person or vehicle
High	The defect/hazard is likely to cause injury or damage to a person or vehicle
Severe	The defect/hazard is very likely to cause injury or damage to a person or vehicle

### Risk Probability

The probability of a risk occurring is quantified by assessing the likelihood of highways users encountering the defect or hazard. This probability is likely to rise with an increase in vehicular usage or pedestrian movements and will be directly linked to the network hierarchy and defect position. The Probability of risk occurring is assessed as follows:

Negligible	Very low Probability
Low	Low Probability
Medium	Moderate Probability
High	High Probability
Severe	Very High Probability

### Risk Factor

The risk factor for a particular risk is calculated by;

Risk Factor = impact score x probability score

It is this Risk factor that determines the overall seriousness of the risk and consequently the appropriateness of the speed of response to remedy the defect.

### Risk Management

Having identified a particular risk, assessed its impact and probability, and consequently calculating the Risk Factor, the appropriate category is allocated to rectify the defect with the associated response timescale as detailed in the Risk Matrix table below.

Risk Matrix Table

PROBABILITY			1	2	3	4	5
			Negligible	Low	Medium	High	Severe
IMPACT	1	Negligible	1	2	3	4	5
	2	Low	2	4	6	8	10
	3	Medium	3	6	9	12	15
	4	High	4	8	12	16	20
	5	Severe	5	10	15	20	25

	Category	Response	Score
	E	2Hr	20-25
	CAT1	24Hr	10-19
	CAT 2H	5 days	5-9
	CAT 2M	28 days	3-4
	CAT 2L	Consider for planned Maintenance	1-2

### 3.10 Training and Competency

Cheshire West and Chester Borough Council understands the importance of ensuring that all staff who undertake safety inspections are competent and have been provided with the required safety inspection training to undertake their role to a high standard at all times. Therefore, the following procedures will be put in place:

- Staff have successfully completed an accredited Highways Safety Inspection Qualification (Highways Safety Inspection Qualification City and Guilds 6033 – Units 301 and 311 or equivalent).
- The accredited staff training was tailored to the Council Code of Practice 2018 which included how to use the risk matrix table and the factors that need to be considered.
- Highway inspectors will refer back to the training literature provided at the accredited course as and when required to assist them when undertaking their role.
- It is desirable that all staff undertaking safety inspections are included on the National Register of Highway Inspectors.

- All staff will be provided with all documentation relating to the Code of Practice for Safety Inspections.
- All staff will be trained internally on the identification of defects in line with this 'risk based approach' Code of Practice to ensure consistency
- Regular team meetings and tool box talks will be carried out with all safety inspectors to discuss issues in relation to the inspection process and to share knowledge ensuring a consistent approach.
- Induction training will be undertaken for any new employee.
- Any new Highways Safety Inspector will shadow a colleague for a required period of time before being permitted to undertake inspections alone.
- Any new Highways Safety inspector will successfully complete an accredited Highways Safety Inspection Qualification (Highways Safety Inspection Qualification City and Guilds 6033 – Units 301 and 311 or equivalent) as soon as practicable.
- Competency will be continually reviewed through on site 1-2-1 meetings and regular team meetings with line managers.
- Periodic claims review meetings with Highways Safety Inspectors will be undertaken.

### 3.11 Recording Information

A defect found on the highway has to be identified by its location on the road network. Without this information, it would be impossible to direct a contractor to the right place to effect a repair.

It would also be difficult to confirm or deny the presence of a defect alleged to have been the cause of injury or damage. The time of inspections and of when defects are found must be recorded.

Defects found within the highway network are grouped according to an activity such as work to the carriageway or to signs. Each type of defect is given a description such as "pothole" or "safety barrier too low".

Depending on the nature of the defect, its location and the materials of construction, a "treatment" is chosen from a range of permitted treatments such as "adjust" or "provide new".

The size of the defect is needed in order for the right quantity of materials to be provided to the repair gang.

In order to make the business of recording all the information required as simple and quick as practicable, a coding system has been devised within the *Confirm* business management system.

### 3.12 Location Referencing

The cross-sectional position of a defect is recorded by using the x-y coordinates and the location within the highway feature. This will be recorded in the '*Confirm*' business management system.

### 3.13 Data Retention & Archiving

The details recorded into the '*Confirm*' business management system of the inspections, finding and any subsequent actions are to be retained in archives for seven years following the date of the inspection.

### 3.14 Emergency procedures

If a defect is sufficiently dangerous to require an emergency response, provision has been made for emergency action.

During normal working hours (0800 hours – 1700 hours Monday – Friday) an appropriate communication system has been put in place which enables the required response times to be achieved. Additional resources will be allocated to attend to more serious incidents.

Outside of office hours, third party reports of dangerous defects will be reported via our general Highway contact number. These reports will be forwarded to suitably qualified and competent members of the Highways team who will assess the hazard and will allocate resources to attend site within 2 hours of receiving the call. Additional resources will be allocated to attend to more serious incidents.

### 3.15 Parameters for Defect Definitions

The following is a list of recurrent issues that may be identified during safety inspections. It is not exhaustive and is only provided as guidance. The industry term “running surface” is used as the collective term for all hardened surfaces within the highway, including carriageways, footways and cycle routes.

- Debris, spillages or contamination on running surface or hard shoulder;
- Displaced road stud shoe lying on running surface;
- Overhead wires damaged or unstable;
- Damaged and exposed electrical wiring;
- Embankment and cuttings apparently unstable;
- Trees with loose branches or apparently unstable;
- Signs, signals or lighting damaged, defective, missing or unstable;
- Road markings and studs missing, misleading or badly worn;
- Signs, signals or lighting dirty or obscured;
- Sight-lines obscured by trees, unauthorised signs and other obstructions;
- Safety fencing, parapet fencing, handrail, and other barriers missing or defective;
- Abrupt level differences in the running surface;
- Potholes, cracks or gaps in the running surface;
- Crowning, depression and rutting in the running surface;
- Deterioration of edge of the running surface;
- Kerbing, edging or channel defects;
- Rocking or otherwise unstable footpath or cycleway surfaces;
- Apparently slippery running surface;
- Ironwork (gully lids, manholes etc) broken or missing;
- Gullies, drains or grips blocked or defective;
- Standing water, water discharging onto or overflowing across the running surface.

### 3.16 Minimum Investigatory Level

Below is a photographic guide to illustrate common examples of defects and deterioration showing the type, the response time and the investigatory levels. Action to be considered when a defect exceeds the investigatory level.





**Defect: Pothole (POTH)**

Location: In the body of the carriageway

Investigatory level:  $\geq 40$  millimetres (mm)



**Defect: Pothole (POTH)**

Location: On the edge of, and extending into the carriageway

Investigatory level:  $\geq 40$ mm



**Defect: Localised Edge Deterioration (LODT)**

Location: Cracking and breaking away on the edge of the carriageway not encroaching into main body of the carriageway and not requiring vehicles to alter their course.

Investigatory level:  $\geq 100$ mm



**Defect: Condition of Fittings (COFT)**

Location: Signs over carriageways or footways.

Investigatory level: If in danger of falling on pedestrian or vehicle.



**Defect: Slurry or Mud on Road (SLOP)**

Location: A roads and other busy roads

Investigatory level: Slippery surface

Notes: Contact person responsible, if known, and request signing/clean up. If no response, Local Highway office to carry out work and recharge.



**Defect: Unauthorised Obstruction/Enclosure of Verge (UNOB)**

Location: All roads.

Investigatory level: Stones, cultivation, fencing, etc, on verge.

Notes: Local office to issue notice to person responsible and ensure removal.



**Defect: Slab Profile Uneven (SLPF)**

Location: Footways and pedestrian areas.

Investigatory level:  $\geq 25\text{mm}$   
Investigatory level in high amenity walking areas and primary walking routes  $\geq 20\text{mm}$

Notes: Use 'Notes' in 'Confirm' to record type and number of slabs/flags to be re-laid. If other slabs/flags are broken, number of new slabs/flags to be recorded also.



**Defect: Concrete Blocks/ flags /Sets Missing (CBMS)**

Location: Footways, pedestrian areas and cycle paths.

Investigatory level: Missing blocks / Flags / sets

Notes: Use 'Notes' on *Confirm* to record number of blocks to be replaced.



**Defect: Difference in level (IDLV)**

Location: Footway, pedestrian area or cycleway

Investigatory level:  $\geq 25\text{mm}$

Investigatory level in high amenity walking areas and primary walking routes  $\geq 20\text{mm}$

Notes: Use 'Notes' to inform the Area Office of the type and owner (if apparent) of cover. If Utility owned, Highway Area Office to contact relevant Utility company and set time for response.



**Defect: Cracked or Broken cover (IBCK)**

Location: All areas of highway

Investigatory level: Cat E if at risk of collapse

Notes: Use 'Notes' to inform Area Office of the type and owner (if apparent) of cover. If Utility owned, Area Office to contact Utility, and set time for response.



**Defect: Missing (MISS)**

Location: All areas of highway

Investigatory level: Cover not present

Notes: Use 'Notes' to inform Area Office of the type and owner (if apparent) of cover. If Utility owned, Area Office to contact Utility, and set time for response.



**Defect: Obscured Sign (OB SG)**

Location: All Roads

Investigatory level: Stop and Give Way signs



**Defect: Flooding (FLOD)**

*Location:* All Roads

*Investigatory level:* Road obstructed by water.

*Notes:* Partial obstruction to be considered dependent on extent and location on the road. Area Office to establish cause and remedy.



**Defect: Missing Door (MISP)**

*Location:* All Roads

*Investigatory level:*  
Missing door (open, off or missing)

*Notes:* Telephone message to Street Lighting Engineer to arrange attendance within ONE hour. Technician to stand by column until help arrives if in high risk location (play area, school, shops, busy footway, and the like). **Technician is NOT to touch column or replace door.**



**Defect: Blacktop Profile (BKTP)**

*Location:* Footway, pedestrian area or cycleway with bituminous surface.

*Investigatory level:*  $\geq 25\text{mm}$   
*Investigatory level in high amenity walking areas and primary walking routes*  $\geq 20\text{mm}$



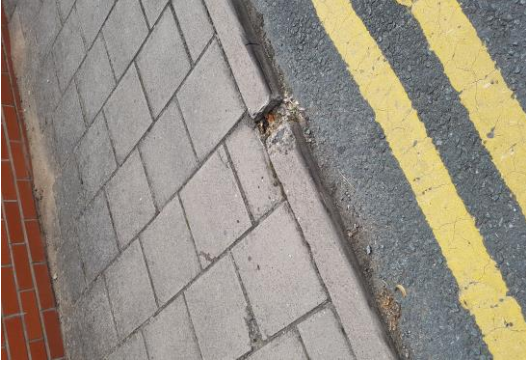
**Defect: Rocking Element (ROCK)**

*Location:* Any element including ironwork, footways, pedestrian areas or cycleways.

*Investigatory level:*  $\geq 25\text{mm}$  when depressed at one end.

*Investigatory level in high amenity walking areas and primary walking routes*  $\geq 20\text{mm}$  when depressed at one end.

*Notes:* Use 'Notes' to record number of blocks to be re-laid.



**Defect: Kerbs**

Investigatory level:  $\geq 50\text{mm}$  vertically and horizontally.

At crossing points the footway investigatory levels will apply i.e

Investigatory level:  $\geq 25\text{mm}$

Investigatory level in high amenity walking areas and primary walking routes  $\geq 20\text{mm}$