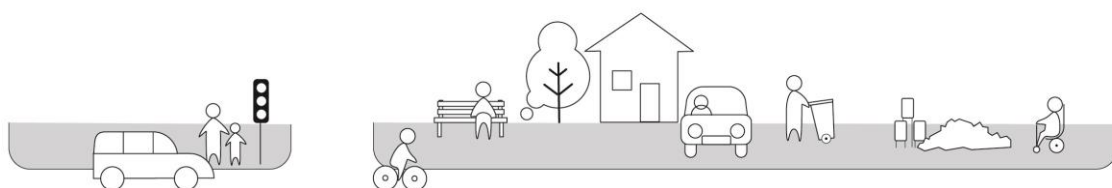


Highway Inspection Policy and Procedure Borough of Poole



Incorporating:

- 1) Network Hierarchy**
- 2) Inspection Frequency**
- 3) Defect Categorisation**
- 4) Response Times**



INTENTIONALLY BLANK

Plan owner:	Environmental Services.		
Team Manager:	Simon Legg		
Team Location:	Hatch Pond Depot, Poole.		
Version:	3.0	Date:	October 2018

Document version history.			
Version	Date	Author	Remarks.
1.0	2009	-	-
2.0	2014	Barry Sparkes	Separate 2009 Inspection Policy and Procedures amalgamated.
3.0	2018	Simon Legg	Plan revised in response to Well-Manage Highway Infrastructure 2016

Plan reviews.		
This plan must be reviewed on a regular basis to ensure it continues to be fit for purpose and the information contained is current. As a minimum this plan should be reviewed annually. All amendments must be highlighted.		
Last plan review	Date	By
Full review.	October 2018	Simon Legg
Next plan review	October 2019	
Plan storage:		
Copies of the Highways Inspection Policy and Procedure are stored in the following locations:		
Y:\Unit Info\Teams\Street Scene\Highways\Highways Inspections\Inspection Policy DRAFT 2018		

Table of Contents

INTRODUCTION.....	5
LEGISLATION.....	6
PURPOSE.....	6
NETWORK HIERARCHY	7
REVIEW OF NETWORK HIERARCHY	9
PROACTIVE INSPECTIONS FREQUENCIES	9
SPECIAL INSPECTIONS.....	9
VARIATION TO INSPECTION FREQUENCIES	10
REACTIVE INSPECTIONS	10
DEFECT CATEGORISATION.....	11
FIX (AND/OR INTERIM REPAIR) ACTION(s).....	12
VARIATIONS TO RESPONSE TIMES:.....	12
SPECIAL REQUIREMENTS	13
Additional Investigatory Criteria	13
Carriageway definition:	13
Historic highway features:.....	13
Rail crossings:	13
Bridges, retaining walls and structures:	13
Road junctions:	14
Third party infrastructure:.....	14
METHODOLOGY OF INSPECTION	15
COMPETANCIES AND TRAINING	17
INSPECTION RISK ASSESSMENT.....	17
RECORDING DEFECTS.....	17
SERVICE MEASURES (PERFORMANCE)	17
LIAISON WITH PROPERTY OWNERS AND BUSINESSES OVER HIGHWAY DEFECTS	18
RECOVERY OF DEFECT COSTS.....	18
DEFECT CRITERIA	19

INTRODUCTION

This document sets out the Borough of Poole's Policy and Procedure relating to Highway Inspections.

It describes the principles for determining frequencies of inspection, the investigatory levels to be applied and the risk based approach to subsequent actions.

The Policy and Procedure currently applies to:

- The adopted highway
- Rights of Way
- Adopted parks and open spaces (within management remit of Environmental Services)



LEGISLATION

Section 41 of the Highways Act 1980 imposes a duty on the Highway Authority (Borough of Poole) to maintain those roads, footways and cycle tracks that are 'Highway maintainable at public expense'.

Section 58 of the Highways Act 1980 states that a statutory defence against third party claims is provided where the Highway Authority can establish that reasonable care has been taken to 'secure that the part of the highway to which the action relates' to a level commensurate with the volume of ordinary traffic such that it 'was not dangerous to traffic'.

Section 130 of the Highway Act 1980 places a general duty on the Highway Authority to 'assert and protect the rights of the public' in their lawful use of the highway.

Under section 81 of the New Roads and Street Works Act 1991, Statutory Undertakers have a duty to maintain their apparatus in the highway.

PURPOSE

As stated in the [National Code of Practice "Well Managed Infrastructure"](#) Safety Inspections are designed to identify all defects likely to create danger or serious inconvenience to users of the network or the wider community. Such defects should include those that are considered to require urgent attention as well as those where the location and sizes are such that longer periods of response would be acceptable.

Levels of service have been developed in accordance with **local needs, priorities and affordability**¹. The procedure also supports the delivery of the Borough of Poole [Highway Asset Management Plan](#).

Inspections are focused on **safety related defects** (identifying condition, defects and signs of deterioration). Any knowledge and data gathered will also be used to inform decisions on network reliability and integrity.

Inspections are completed by the Council's Street Scene Team. The **purpose** for Street Scene Services is: ***"To help us ensure the public spaces of Poole are safe, clean, protected, attractive and easy to use"***.

¹ All defects will be assessed against the risk table. Affordability will not impact on response.

NETWORK HIERARCHY

A network hierarchy **based on asset function** is the foundation of a risk-based maintenance strategy. The hierarchy includes all elements of the highway network, including carriageways, footways, cycle routes, structures, lighting and rights of way.

The hierarchy takes account of a current and expected use (where known), resilience, local economic and social factors such as industry, schools, hospitals and similar, as well as the desirability for continuity and of a consistent approach to walking and cycling.

Within the highway network hierarchy a **Resilient Network** has been identified to which priority will be given through maintenance and other measures to maintain economic activity and access to key services during extreme weather.

To determine the network hierarchy for Poole a number of information and data sets have been utilised and are shown in the table below.

INFORMATION SOURCES FOR DETERMINING NETWORK HIERARCHY		
	SOURCE	NOTES
1	Traffic Sensitive Streets	Designated under Section 64 of New Roads and Street Works Act
2	Winter Service (Resilience and Precautionary Networks)	Viewable via www.poole.gov.uk Winter Service
3	Bournemouth & Poole HGV/Freight Route Network	Viewable via www.dorsetforyou.gov.uk HGV Freight Routes Network
4	Neighbouring Authority Networks	Dorset County Council & Bournemouth Borough Council
5	Bus Routes, Rights of Way, Bridleway and Cycleway maps	Viewable via www.poole.gov.uk

The network hierarchy and type descriptions are shown in table x below:

NETWORK HIERARCHY		
CARRIAGEWAY		
	Network Category	Classification / Description
1	Primary Network (Resilient Network)	A – Roads HGV / Freight Routes Minimum Winter Service Network Major Road Network (Proposed – DoT) Highways England Diversion Route from A31
2	Secondary Distributer Network	B – Roads Traffic Sensitive Streets (New Roads & Street Works Act 1991) Precautionary Winter Network Bus Routes
3	Link Roads & Local Access Roads	All other carriageways
FOOTWAY		
1	Key Walking Routes	Busy shopping areas and main pedestrian routes e.g. High St, Ashley Road, etc.
2	Primary Walking Routes	Footways adjacent to the Primary Network (Resilient Network)
3	Secondary Walking Routes	Footways adjacent to Secondary Distributer Network
4	Other Walking Route	All other footways including link paths and Rights of Way
CYCLEWAY		
1	National Cycle Network	A series of traffic-free paths and quiet, on-road cycling and walking routes, that connect every major town and city
2	Strategic Cycle Network (BoP)	A service of traffic-free paths, on-road cycling and walking routes, and tracks/trails that inter connect across the conurbation.
3	Other Cycle Routes	
BRIDLEWAY		
1	Bridleways	All bridleways

REVIEW OF NETWORK HIERARCHY

Roads, footways, cycleway and bridleways will only be re-categorised where their purpose (Classification / Description) changes, or when [Service Measures \(Performance\)](#) gained through inspections provide clear rationale for adjustment.

PROACTIVE INSPECTIONS FREQUENCIES

The frequency of inspection assigned to each maintenance category is detailed in the table below.

HIERARCHY TYPE AND CATEGORY				Number of inspections each year
CARRIAGWAY	FOOTWAY	CYCLEWAY	BRIDLEWAY	
1	1	n/a	n/a	12
2	2	1 & 2	n/a	4
n/a	3	n/a	n/a	2
3	4	3	1	1

SPECIAL INSPECTIONS

SPECIAL INSPECTIONS		INSPECTION FREQUENCY
Safety Fencing (Road Restraint Systems)	Visual Inspection	Monthly
Safety Fencing (Road Restraint Systems)	Tensioning	Every 2 Years (Biennial)
Non Illuminated Traffic Signs – Retro reflectivity		Reactive Only
White Lines – Retro reflectivity		Reactive Only

VARIATION TO INSPECTION FREQUENCIES

The tolerance on the period between inspection will be as detailed in the table below.

SAFETY INSPECTION FREQUENCY TOLERANCE	
INSPECTION FREQUENCY	TOLERANCE
Monthly	+ 10 working days or any time before due date
3 Monthly	+ 15 working days or any time before due date
Annual	+ 30 working days or any time before due date
Biennial	+ 45 working days or any time before due date

In exceptional circumstances further tolerance may be necessary, or the inspection policy may be suspended. For example: Resources are redeployed in response to major incidents and other demands such as significant flooding, or prolonged Winter Service activity.

REACTIVE INSPECTIONS

Reactive inspections may be undertaken as a result of public reports, or issues identified by an Officer of the Council. Such ad hoc inspections will be carried out using the same criteria as proactive inspections.

Reactive inspections may also take place as a result of an incident on the network. The Inspector may instigate additional repairs even where investigatory thresholds have not been met. Such action will not constitute acceptance of liability for an incident.

DEFECT CATEGORISATION

The inspection regime uses an assessment process to determine the degree of risk and therefore determine an appropriate response for defects from immediate to no further action as detailed in the Risk Matrix table. Any specific/special actions are included against specific defect categories.

RISK MATRIX TABLE						
		PROBABILITY / LIKELIHOOD OF INTERACTION WITH HIGHWAY USER				
		Rare (1)	Unlikely (2)	Possible (3)	Likely (4)	Almost Certain (5)
CONSEQUENCES	None (1)	1	2	3	4	5
	Negligible (2)	2	4	6	8	10
	Minor (3)	3	6	9	12	15
	Moderate (4)	4	8	12	16	20
	Serious (5)	5	10	15	20	25
RISK CATEGORY		ACTION(S)				
Category 4 (Low Risk)		a) Fix (and/or interim repair) onsite as part of inspection; or b) no response required				
Category 3 (Medium Risk)		a) Fix (and/or interim repair) onsite as part of inspection; or b) repair within 28 days; or c) liaise with adjoining property owner/business; or d) monitor (review at next inspection); or e) record for consideration in future planned maintenance programme				
Category 2 (High Risk)		a) Fix (and/or interim repair) onsite as part of inspection; or b) repair within 7 days; or c) liaise with adjoining property owner/business				
Category 1 (Very High Risk)		a) Fix (and/or interim repair) onsite as part of inspection; or b) repair by end of next working day; or c) Make safe by end of next working day to lower/eliminate risk and repair within 28 days.				
Defects identified that pose a <u>threat to life</u> are considered an emergency and must be responded to, normally within 2 hours and made safe or repaired urgently.						
If a defect is deemed as serious as to be classified as an emergency the ‘Inspector’ must remain at the site to guard against accidents until relieved by a repair team.						

FIX (AND/OR INTERIM REPAIR) ACTION(s)

During the course of an inspection (or other site visit) the Inspector will wherever possible (and safe to do so) undertake repair or reduce the risk. This may include a number of potential actions. Examples of which are shown below:

- Deploy cone(s), gate guards or barriers to reduce and highlight potential risk to highway users
- Install repair patching material
- Remove unauthorised signs and banners
- Clean minor spills and hazards (including application of spill absorbents)
- Clear drain blockages
- Cut back small items of vegetation (e.g. odd brambles)

These actions may also take place on defects which fall below the investigatory criteria ([Defect Criteria](#)).

VARIATIONS TO RESPONSE TIMES:

Repair and response times may vary for different defect criteria for multiple reasons. Variations may include one, or any combination of the following:

- Severe weather (e.g. maintenance teams deployed in response to flooding or, winter service activities).
- Where special site specific traffic management and/or risk assessments are required.
- Where works need to be batched together for logistical and/or financially advantageous reasons.
- Availability of “road space” to comply with New Roads and Street Works Act.
- The availability of specialist materials/contractors and/or the correct climatic conditions for installation/application.
- Where wider site improvement works are programmed/scheduled. Therefore temporary warning signage advising of inadequate highway conditions will be erected.
- A significant disruptive challenge facing the authority.

Specific but not exhaustive examples of potential variations to response times and actions have been included against each type of defect criteria.

In all cases a risk assessment will be completed and the defect made safe until repair is completed. Records of such instances and impacts will be recorded.

SPECIAL REQUIREMENTS

Additional Investigatory Criteria

At times defects identified within a carriageway area will require the investigatory criteria of a footway/cycleway defect to be applied.

They are as follows:

- The width of a defined pedestrian/cycleway crossing point identified by taper and dropped kerb units, often accompanied by tactile paving
- Light controlled and zebra crossings
- Carriageways that are closed to motorised vehicles as pedestrianised areas for specific periods of the day.

Carriageway definition:

For the purpose of inspections a metalled carriageway, footway or cycleway is one where the surface consists of a hard, bound material such as asphalt, concrete, or clay paving/paviours. An un-metalled carriageway, footway or cycleway is one where the surface material is unbound.

Historic highway features:

Some highways have been dedicated and adopted with historic features that would not be acceptable in a current highway design. This might include steps, ramps, slopes and drainage arrangements that present potential hazard situations worse than the investigatory levels suggested in this document. These should not be recorded as defects, as in law the highway has been adopted with these encumbrances and the public must take appropriate care.

Rail crossings:

Carriageway, cycleway and footways and other highway features between the STOP road markings; the traffic warning lights, barriers and associated signs; & railway boundary & vehicle restraint systems are the responsibility of Network Rail or the private operator. Although the Council is not responsible for safety inspections between the STOP markings, any potential safety defects identified during safety or any other inspection must be immediately reported to Network Rail (03457 11 41 41) or the private operator and recorded.

Bridges, retaining walls and structures:

Bridges and retaining walls will be subject to a superficial inspection during the carriageway, footway, cycleway inspection. Any surface defects that meet the investigatory criteria will be assessed according to the relevant carriageway defect.

Road junctions:

Inspection of Stop and Give Way Signs at minor roads should be included in the inspection of signs on the major road to which they control.

Third party infrastructure:

Statutory undertakers may use this inspection policy and procedure as a defence against claims. Our approach to defects regardless of ownership will be as detailed in [Defect Categorisation](#).



METHODOLOGY OF INSPECTION

INSPECTION METHOD	NOTES
Driven	<p>Inspections will be undertaken by two people in a suitable vehicle travelling at a suitable speed that will enable adequate recording of defects. One driving and the other inspecting.</p> <p>The driver will not be expected to be actively involved in identifying and recording defects, but will concentrate on ensuring the safe passage of the vehicle.</p> <p>For high speed roads (above 40mph), a dynamic risk assessment should be undertaken by the Inspector to determine whether traffic management is to be provided to enable the inspection to take place safely.</p> <p>For narrow roads, typically those less than 4m total width, the driven inspection may be carried out in one direction only. For wider carriageways (excluding one-way systems) the inspection will be carried out in both directions.</p>
Walked	<p>Walked inspection will be completed on foot. Where footways are present on both sides of the carriageway both will be walked. Walked inspections can be completed independently by the Inspector.</p>
Cycled	<p>Cycled inspections will encompass all elements of a cycle route including crossing points. Where cycle routes are present on both sides of the carriageway both will be cycled. Cycled inspections can be completed independently by the Inspector.</p>

INSPECTION TYPE	INSPECTION METHOD	NOTES
Carriageway	Driven or viewed from footway as part of walked inspection	<p>Monthly Carriageway – Every third inspection will be walked (from adjoining footway)</p> <p>Quarterly Carriageway – Every other inspection will be walked (from adjoining footway)</p> <p>Annual Carriageway - Inspection will be walked (from adjoining footway)</p> <p><i>Note: Where there is no adjoining footway inspections will always be driven.</i></p>
Footway	Walked	<i>Note: Walked inspections will not be included in any driven/cycled inspections</i>
Cycleway	Cycled or walked	<p>Quarterly Cycleway – Cycled or completed as part of adjoining (shared) footway</p> <p>Annual Cycleway – Cycled or completed as part of adjoining (shared) footway</p> <p><i>Note: Cycleway inspections will not be included in any driven carriageway inspections</i></p>
Bridleway	Walked	<i>n/a</i>

COMPETANCIES AND TRAINING

Inspectors engaged in programmed inspections will hold (or work towards at the earliest opportunity) the following qualifications.

TRAINING	QUALIFICATION (or equivalent)
Highway Safety Inspection	City & Guilds 6033 Units 301 & 311
Basic Tree Survey and Inspection	Lantra Technical Award
Annual Inspector Workshop (In-house event)	Review of inspection records, notable incidents, claims and procedures <i>Note: Inspectors will not miss more than one annual workshop in succession</i>
Vehicle Restraint System	Non-proprietary safety barrier systems (Lantra) <i>Note: Safety Fencing biennial inspections only</i>

INSPECTION RISK ASSESSMENT

Inspector will follow the Highway Inspection Risk Assessments.

RECORDING DEFECTS

All defects will be recorded electronically.

All identified defects will be recorded including **Category 4 (Low Risk)**.

Defects recorded as **Category 3 (Medium Risk, c) monitor** will be reviewed at the next scheduled inspection date. If no deterioration the defect may be reclassified as a **Category 4 (Low Risk), b) no response required**.

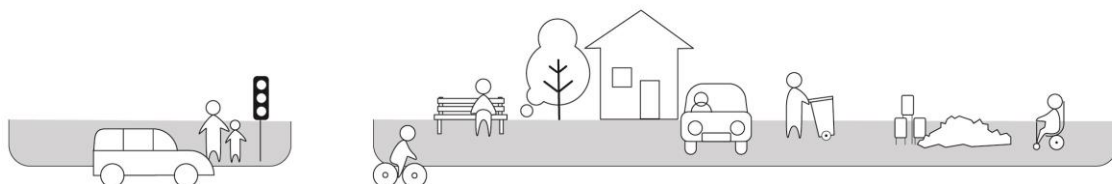
SERVICE MEASURES (PERFORMANCE)

A number of service measures will be developed to assess the performance of the Inspection Policy and Procedure. Measures may include:

- Inspection frequencies (planned and reactive)
- Classification of defects
- Response/Resolution times to defects

LIAISON WITH PROPERTY OWNERS AND BUSINESSES OVER HIGHWAY DEFECTS

Wherever, possible Inspectors will seek to engage with business and property owners/occupants to resolve highway obstructions or unauthorised activities. Engagement will initially take the form of face-to-face visits, posting of information cards or tagging of obstructions.



Progress to enforcement will only take place where initial requests fail to reach a satisfactory resolution or where the issue is identified as a Category 2 - High Risk (or greater) defect.

A number of cards/tags have been produced to cover a range of topics including but not limited to:

- Overhanging vegetation
- Obstructions e.g. refuse bins, A-boards, gravel, etc.
- Unauthorised vehicle accesses

RECOVERY OF DEFECT COSTS

Where defects are created as a result of third party activity/damage e.g. road traffic collision Inspectors will seek to recover costs following a procedure developed with the authorities Insurance Manager.

DEFECT CRITERIA

DEFECT TYPE	DEFECT CATEGORY
Surfacing	Potholes, Rocking Flag and Missing Pre-formed Modules
Surfacing	Damaged Kerb
Surfacing	Defective Ironwork
Surfacing	Crack, Gaps and Defective Surface Joints
Surfacing	Defective High Friction Surfacing
Surfacing	Depressions and Humps
Surfacing	Defective Traffic Calming Features
Surfacing	Damaged Steps
Drainage	Drainage / Gullies & Ditches / Standing/Running Water
Signs, studs and road markings	Road Markings
Signs, studs and road markings	Cats Eyes
Signs, studs and road markings	Road Traffic Signs and Posts
Signs, studs and road markings	Road Nameplates
Signs, studs and road markings	Defective Roadwork Signs
Furniture	Damaged Road Restraint Systems
Furniture	Defective Boundary Fences, Walls and Handrails
Furniture	Bins, Seats, Bollards and Utility Apparatus
Lighting and Signals	Street Lights, Illuminated or Variable Message Traffic Signs & Illuminated Bollards and Defective Traffic Signals
Cleansing	Litter, Weeds and Moss
Obstructions & Hazards	Spillages
Obstructions & Hazards	Dangerous or Obstructing Trees
Obstructions & Hazards	Obscuring Visibility and Overhanging Hedges and Trees
Obstructions & Hazards	Obstructions – Construction Materials & Equipment
Obstructions & Hazards	Obstructions – Vehicles, Bins & Advertising
Obstructions & Hazards	Unauthorised Vehicle Access Points
Obstructions & Hazards	Skip Licences
Obstructions & Hazards	Water discharge onto Highway
Notes: <ul style="list-style-type: none"> The above list of defects is not exhaustive and the 'Inspectors' discretion, based on the risk assessment principles in the Risk Matrix will apply. Winter Service related defects (snow & ice) are not included but covered in the Environmental Services Severe Weather Plan. All measurements are for benchmarking purposes only and are not intervention levels	

POTHOLE, ROCKING FLAG/MODULES AND VERTICLE PROJECTIONS

Investigatory criteria

- An area of material loss resulting in a vertical edge depression.
- A moving flag, paviour, block, kerb or channel where one edge rises or falls is a defect.
- The void from a missing or sunken preformed flag(s), slab(s) channel(s) or paviour(s).
- An abrupt level difference in the carriageway will be classed as a defect when it has a vertical displacement.
- A sharp edged defect on a footway/cycleway with a vertical deviation is a defect.

Minimum dimension where applicable

All measurements are for benchmarking purposes only and are not intervention levels

Carriageway & Un-metalled Cycleway	Void is >40mm deep & >150mm diameter, or rocking modules >40mm. Trench vertical edge sunk >40mm
---	--

Footway & Cycleway (including Marked cycleway on carriageway)	Void is >20mm deep & >50mm diameter, or rocking modules >20mm. >20mm vertical projection (trip)
--	--

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. Repair pothole(s) using appropriate material/method according to conditions.
4. If related to statutory undertaker and within guarantee period resolve as Streetworks defect.

Notes

- Defects associated with Network Category 1 Carriageways, Footways and Cycleways will automatically be associated with a risk interaction probability of **Likely** or **Almost Certain**.
- Example of this defect include: uneven or broken flags, blocks, pavements; channels or edges; damaged steps.
- Work instructions will not be made for patching/re-surfacing but will be limited to the repair of the immediate defect only.
- Where wider repairs (or preventative works) are necessary to halt deterioration of the network then this should be recorded for consideration as part of a planned maintenance programme.

DAMAGED KERB

Investigatory criteria

- A crack, vertical deviation, gap or trip is a defect when greater than 20mm at designated crossing points on all footways and cycleways.
- A kerb protruding into the carriageway with a vertical displacement of 20mm and/or a horizontal displacement of 50mm is a defect.

Minimum dimension where applicable

All measurements are for benchmarking purposes only and are not intervention levels

Carriageway	N/A
--------------------	-----

Footway & Cycleway	N/A
-------------------------------	-----

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.

Notes

- Defects associated with Network Category 1 Carriageways, Footways and Cycleways will automatically be associated with a risk interaction probability of **Likely** or **Almost Certain**
- Permanent repair may include dealing with the causation of the defect for example trees.
- Defects caused by vehicles persistently overrunning junctions are a defect. Response will include recording for wider junction improvement, or preventative works.



DEFECTIVE IRONWORK

Investigatory criteria

- A missing or broken cover to any chamber/box is a defect.
- A collapsed or collapsing chamber is a defect.
- A high or low cover or frame is a defect when the cover within the frame itself, is above or below the immediate surrounding carriageway level by 40mm or greater.
- Worn/slippy cover, due to loss of texture depth is a defect.
- A rocking cover is a defect when the rocking is greater than 40mm.
- A grating where the slots run parallel to the carriageway edge without lateral infill members is a defect.

Minimum dimension where applicable

All measurements are for benchmarking purposes only and are not intervention levels

Carriageway	High/low or rocking cover +/-40mm
-------------	-----------------------------------

Footway & Cycleway	High/low or rocking cover +/-20mm
--------------------	-----------------------------------

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. Instigate Section 81 procedure if related to statutory undertaker.

Notes

- Defects associated with Network Category 1 Carriageways, Footways and Cycleways will automatically be associated with a risk interaction probability of **Likely** or **Almost Certain**
- Rocking covers that move less than 40mm but under traffic cause noise levels unacceptable to persons living in the vicinity, are not a safety defect but should be rectified as soon as possible, using the Section 81 procedure if appropriate. Where this does not involve a statutory undertaker a criteria no greater than Category 3 should be applied.



CRACKS, GAPS AND DEFECTIVE SURFACE JOINT

Investigatory criteria

- A crack or gap meeting the dimensions below may be a defect.
- Cracking to the carriageway surface including surfacing joints is a defect.

Minimum dimension where applicable

All measurements are for benchmarking purposes only and are not intervention levels

Carriageway	>20mm wide and >300mm in any horizontal direction and >40mm deep
Footway & Cycleway	Crack or gap >20mm deep and >25mm wide and >200mm long

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe
3. If related to statutory undertaker and within guarantee period resolve as Streetworks defect.

Notes

- Defects associated with Network Category 1 Carriageways, Footways and Cycleways will automatically be associated with a risk interaction probability of **Likely** or **Almost Certain**.
- [Specification for the reinstatement of openings in the Highway](#)
- This defect does not apply to a kerb(s) – [See Damaged Kerbs](#)



DEFECTIVE HIGH FRICTION SURFACING

Investigatory criteria

- A loss of aggregate or fatting up of high friction surface or slippery covering within a high friction surface.

Minimum dimension where applicable

Carriageway N/A

Footway & Cycleway N/A

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If related to statutory undertaker and within guarantee period resolve as Streetworks defect.
3. Record defect /concerns if not related to statutory undertaker.
4. Erect 'slippery road' signs in consultation with officer responsible for Skid Resistance Policy .

Notes

- Roads are subject to periodic Skid Resistance Surveys and repairs subsequently prioritised in accordance of the authorities Skid Resistance Policy.
- [Specification for the reinstatement of openings in the Highway](#)



DEFECTIVE TRAFFIC CALMING FEATURE

Investigatory criteria

A damaged, loose, or missing traffic calming feature is a defect.

Minimum dimension where applicable

Carriageway	N/A
--------------------	-----

Footway & Cycleway	N/A
-------------------------------	-----

Response

1. Undertake risk assessment to determine response using risk matrix.
2. Defects associated with Network Category 1 Carriageways, Footways and Cycleways will automatically be associated with a risk interaction probability of **Likely** or **Almost Certain**.
3. If required sign and guard area, or close road/footway/cycleway to make safe.

Notes

- Defects (aesthetic) to planters which pose no risk to highway user will have a risk interaction category of **Rare** or **Unlikely**.

DEPRESSIONS AND HUMPS

Investigatory criteria

- Severe unevenness due to ruts, subsidence, humps and corrugations.
- Trench crowning or trench depression.

Minimum dimension where applicable

All measurements are for benchmarking purposes only and are not intervention levels

Carriageway >50mm over 600mm

Footway & Cycleway >50mm over 300mm

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. If related to statutory undertaker and within guarantee period resolve as Streetworks defect.

Notes

- Defects associated with Network Category 1 Carriageways, Footways and Cycleways will automatically be associated with a risk interaction probability of **Likely** or **Almost Certain**
- Humps may be caused by tree root heave and repair may require advice from an Arborist.
- [Specification for the reinstatement of openings in the Highway](#)



DAMAGED STEPS

Investigatory criteria

- A sharp edged defect with a vertical deviation from the adjacent surrounding area is a defect.

Minimum dimension where applicable

All measurements are for benchmarking purposes only and are not intervention levels

Carriageway

N/A

Footway & Cycleway

>20mm

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. Repair as appropriate

Notes

- None

DRAINAGE / GULLIES & DITCHES / STANDING / RUNNING WATER

Investigatory criteria

- Blocked drainage gully/grip where the water is unable to reach the next gully/grip without flowing across a carriageway, or impacting on neighbouring property is a defect
- Standing or running water which may lead to property (building) flooding is a defect.
- Standing or running water on the Primary or Secondary network is a defect
- Standing or running water on other parts on the network 24 hours after rainfall has ceased is a defect
- Blocked or slow running systems causing or likely to cause standing / running water are a defect.

Minimum dimension where applicable

Carriageway	N/A
--------------------	-----

Footway & Cycleway	N/A
-------------------------------	-----

Response

1. Undertake risk assessment to determine response using risk matrix.
2. Attempt to clear standing water if appropriate.
3. If unable to clear water, use flood signs/barriers or close carriageway, footway or cycleway to make safe.
4. Deploy gully/jetting tanker
5. Record defect (if not resolved through other response methods) for investigation

Notes

- Priority must be given to defects on the Primary (Resilient) and Secondary network.
- Impact scoring on the risk matrix during the Winter Service season may increase due to the risk of freezing temperatures and a coordinated response may be necessary
- www.poole.gov.uk - severe-weather

DEFECTIVE ROAD MARKINGS

Investigatory criteria

- A missing or illegible road marking is a defect (including coloured surfacing).
- Road markings unsupported by a traffic order are a defect.

Minimum dimension where applicable

All measurements are for benchmarking purposes only and are not intervention levels

Carriageway	>50% wear on Primary Network >70% wear on all other parts of the Network
--------------------	---

Footway & Cycleway	>70% wear
-------------------------------	-----------

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required erect warning signs advising of warn/missing road markings.
3. If relates to statutory undertaker and beyond term of Streetworks Notice – Treat as Section 74 Overrun.

Notes

- Centre white lines will only be replaced on the Primary Network. Replacement on other parts of the network will be limited to junction markings, or identified/signed risk.
- Coloured surfacing will not be replaced.
- Bus lane markings, speed roundels, yellow box junctions (diagram 1043, 1044 & 1045), public greenspace markings (incl: car parks) – repairs shall be arranged by the Inspector.
- Rectification criteria no greater than Category 2 should be applied.

The following will be noted and referred to appropriate engineer:

- Defective regulatory markings (e.g. yellow lining, loading restrictions, bus stop markings, on-street parking bays, public car parks).
- Requests for new/alterations to traffic orders and/or associated markings



DEFECTIVE CATS EYES

Investigatory criteria

- A missing, displaced or loose cats eye (road stud) is a defect.

Minimum dimension where applicable

Carriageway	N/A
--------------------	-----

Footway & Cycleway	N/A
-------------------------------	-----

Response

1. Undertake risk assessment to determine response using risk matrix.

Notes

- Displaced cats eyes / road studs lying in the carriageway is a defect and should be treated a category 1 defect
- Replacement of displaced or missing cats eyes / road studs will be treated a category 3 defect

DEFECTIVE ROAD TRAFFIC SIGNS AND POSTS

Investigatory criteria

- A missing, illegible, or damaged/leaning sign is a defect
- A missing, damaged or leaning post/bollard is a defect
- An obscured sign is a defect where clear visibility distances are not maintained (See Notes)
- Objects, banners and fly posting attached to traffic signs and posts are a defect
- Signs hanging/positioned low over the network are a defect

Minimum dimension where applicable

All measurements are for benchmarking purposes only and are not intervention levels

Carriageway See notes for visibility clearances.

Footway & Cycleway <2.3m over the network

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required erect warning signs advising of warn/missing road posts/signage.
3. Remove unauthorised signage & fly posting (zero tolerance approach)

Notes

- Replacement of missing/illegible directional signage will be treated as no higher than a category 3 defect
- Replacement of missing/illegible regulatory signage will be treated as no higher than a category 2 defect with the exception of Stop or Give Way signs which will be treated as a category 1 defect
- Replacement of regulatory signage will be treated as no higher than a category 2 defect
- Cleaning of signage will be treated as no higher than a category 3 defect.
- [Traffic Signs Manual](#)

Minimum clear visibility from most disadvantaged driving lane (Regulatory & Warning Signs):

Up to 20mph	45m	41-50mph	75m
21-30 mph	60m	51-60mph	90m
31-40 mph	60m	61-70mph	105m

The following will be noted and referred to appropriate engineer:

- Defective regulatory parking signs and signage for new/amended traffic orders

DEFECTIVE ROADWORK SIGNS

Investigatory criteria

- Any roadworks signing (including Borough of Poole or statutory undertaker works) that is not in accordance with Chapter 8 of the Traffic Signs Manual is a defect.

Minimum dimension where applicable

All measurements are for benchmarking purposes only and are not intervention levels

Carriageway	N/A
-------------	-----

Footway & Cycleway	N/A
--------------------	-----

Response

- Undertake risk assessment to determine response using risk matrix.
- Inform site manager/company/statutory undertaker immediately.
- If related to statutory undertaker and within guarantee period resolve as Streetworks defect.
- If relates to statutory undertaker and beyond term of Streetworks Notice - Raise as Section 74 Overrun.

Notes

- Check legitimacy of works – liaise with Streetworks
- roadworks.org

DEFECTIVE ROAD NAMEPLATES

Investigatory criteria

- A missing, broken or illegible street name place is a defect

Minimum dimension where applicable

Carriageway N/A

Footway & Cycleway N/A

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area to make safe.

Notes

- With the exception of making safe a defect criteria of no greater than category 3 will apply.
- A maximum of one name plate will be maintained at road junctions. Where additional plates fail, or are removed they will not be replaced and the ground reinstated.



DAMAGED ROAD RESTRAINT SYSTEMS

Investigatory criteria

A length of vehicular restraint system or safety fence, pedestrian guardrail, bridge parapet or retaining wall parapet with obvious impact damage; or missing, loose or obvious time expired components, is a defect.

Minimum dimension where applicable

Carriageway	N/A
Footway & Cycleway	N/A

Response

1. Undertake risk assessment to determine response using risk matrix
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. Sign and guard until permanent solution is available

Notes

The following will be noted and referred to appropriate engineer:

- During office hours report all defects associated with bridges and retaining structures are to be reported to appropriate engineer in addition to responses.



DEFECTIVE FENCES, WALLS AND HANDRAILS

Investigatory criteria

- A length of boundary fence or wall with impact or other damage that would render it dangerous.
- A loose or broken handrail is a defect.

Minimum dimension where applicable

Carriageway	N/A
-------------	-----

Footway & Cycleway	N/A
--------------------	-----

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. If private fence/wall inform owner.
4. If Borough of Poole fence arrange repair.

Notes

The following will be noted and referred to appropriate engineer:

- During office hours report all defects to be reported to appropriate engineer in addition to response 1 & 2 above if related to bridges and retaining structures.

BINS, SEATS, BOLLARDS AND UTILITY APPARATUS

Investigatory criteria

- Broken, damaged or missing street furniture is a defect.
- Damaged, insecure, or missing utility apparatus cover is a defect

Minimum dimension where applicable

Carriageway N/A

Footway & Cycleway N/A

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area to make safe
3. Arrange repair, removal, or replacement of bin, seat or bollard.
4. Instigate Section 81 procedure if related to statutory undertaker.

Notes

- Replacement of seats and bins subject to separate funding decision.
- Replacement of reflective bollards which denote a hazard will be deemed no higher than a Category 2 defect.
- [Openreach BT equipment guide](#)



STREET LIGHTING, ILLUMINATED OR VARIABLE MESSAGE SIGNAGE, ILLUMINATED BOLLARDS AND DEFECTIVE TRAFFIC SIGNALS

Investigatory criteria

- Damage, failure or fault to a street light, variable message sign, traffic signal or illuminated bollard.
- An obscured sign is a defect where clear visibility distances are not maintained (See Notes)
- Objects, banners and fly posting attached to traffic signs and posts are a defect

Minimum dimension where applicable

Carriageway N/A

Footway & Cycleway N/A

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. Remove unauthorised signage & fly posting (zero tolerance approach)
4. Arrange removal of obstruction obscuring signage, bollard or signal
5. Report damage, fault and or failure immediately to relevant engineer.

Notes

Minimum clear visibility from most disadvantaged driving lane (Illuminated Signs and Signals):			
Up to 20mph	45m	41-50mph	75m
21-30 mph	60m	51-60mph	90m
31-40 mph	60m	61-70mph	105m

LITTER, WEEDS AND MOSS

Investigatory criteria

- Weeds or moss likely to affect pedestrians and/or safe passage of cyclists are a hazard.
- Litter which distracts, or impedes pedestrians, cyclists and vehicles is a hazard

Minimum dimension where applicable

Carriageway N/A

Footway & Cycleway N/A

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. Arrange and or complete appropriate cleansing actions.
4. Complete Cleansing Grading (See Notes)

Notes

- Defects associated with Category 1 Carriageways, Footways and Cycleways will automatically be associated with a risk interaction probability of **Unlikely** or **Possible**.
- Street Scene Grading will be completed as part of the inspection to inform cleansing work programmes.

SPILLAGES (incl Driveway Gravel)

Investigatory criteria

- Spillages include: hazardous liquids, effluent, diesel, oil, petrol & mud. Minor spillages do not require investigation.
- Gravel trafficked from driveways/gardens onto a footway/cycleway/carriageway is a hazard

Minimum dimension where applicable

Carriageway

Spillages of an area greater than 0.5m²

Footway & Cycleway

Spillages of an area greater than 0.5m²

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. Treat spillage with appropriate material and sweep surface if necessary.
4. Where possible the landowner/occupiers should be given the opportunity to undertake the appropriate remedial work

Notes

- Where spillage is, or could be of hazardous nature, specialist input/advise must be sought prior to cleaning.

DANGEROUS OR OBSTRUCTING TREES

Investigatory criteria

- A tree requires investigation when it is: obviously diseased, leaning precariously towards the highway (especially if the Inspector considers it to have moved towards the highway since the last inspection), or it is damaged or has damaged or dead limbs which could fall directly onto the highway user.

Minimum dimension where applicable

Carriageway

Within falling distance of the carriageway.

Footway & Cycleway

Within falling distance of the footway and/or cycleway.

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. Where possible the landowner/occupiers should be given the opportunity to undertake the appropriate remedial work and retain ownership of waste material.
4. Remove the hazard
5. Dangerous or Obstructing Trees will be treated as a Category 2 and above defect.

Notes

- Responsibilities for landowners/occupiers with trees adjacent to the highway, and the powers of the Council in this respect, are contained in section 154 of the Highways Act.
- [Borough of Poole - Tree Policy](#)

OBSCURING VISIBILITY AND OVERHANGING HEDGES AND TREES

Investigatory criteria

- A low tree (trunk and branches) over the highway
- A hedge (or vegetation) encroaching onto the highway which is (or is likely) to impede its safe use.

Minimum dimension where applicable

Carriageway

Vertical clearance <5.3m over the carriageway and <0.5m clearance from the footway/cycleway/verge.

Footway & Cycleway

Vertical clearance <2.3m over a footway/cycleway
Vertical clearance <3.65m over a bridleway

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. Liaise with property /business owner.
4. Where possible the landowner/occupiers should be given the opportunity to undertake the appropriate remedial work and retain ownership of waste material.

Notes

- Responsibilities for landowners/occupiers with trees adjacent to the highway, and the powers of the Council in this respect, are contained in section 154 of the Highways Act.
- In order to preserve the amenity value of certain streets, minor encroachments of the tree canopy will be permitted where it is considered safe to do so.
- [Tree Policy](#)



OBSTRUCTIONS – CONSTRUCTION MATERIALS & EQUIPMENT

Investigatory criteria

- Materials, goods, equipment and signs obstructing the highway (carriageway, footway, cycleway and verges) without authorisation.

Minimum dimension where applicable

Carriageway N/A

Footway & Cycleway N/A

Response

- Undertake risk assessment to determine response using risk matrix.
- If required sign and guard area, or close road/footway/cycleway to make safe
- Where possible resolve with owner/contractor
- If relates to statutory undertaker and beyond term of Streetworks Notice - Raise as Section 74 Overrun.

Notes

- None

OBSTRUCTIONS – VEHICLES, BINS & ADVERTISING

Investigatory criteria

- Obstructions placed on the highway are considered an obstruction e.g. A-boards, advertising banners or bins beyond collection date.
- Abandoned vehicles on the highway are a defect.

Minimum dimension where applicable

Carriageway N/A

Footway & Cycleway N/A

Response

1. Undertake risk assessment to determine response using risk matrix.
2. If required sign and guard area, or close road/footway/cycleway to make safe.
3. Remove obstruction.
4. Liaise with property /business owner.

Notes

- [Road obstructions and nuisance vehicles](#)

UNAUTHORISED VEHICLE ACCESS POINTS

Investigatory criteria

Vehicles travelling over a verge, pavement, or path where there no designated and authorised crossing point is a defect.

Minimum dimension where applicable

Carriageway	N/A
-------------	-----

Footway & Cycleway	N/A
--------------------	-----

Response

1. Undertake risk assessment to determine response using risk matrix.
2. Liaise with property /business owner.

Notes

[Dropped Kerb Application Process](#)

SKIP LICENCES

Investigatory criteria

- An unauthorised skip on the highway
- An incorrectly guarded/signed skip on the highway

Minimum dimension where applicable

Carriageway	N/A
Footway & Cycleway	N/A

Response

1. Undertake risk assessment to determine response using risk matrix.
2. Check licencing – [Skip Licencing](#) and contact operator.

Notes

Specific but not exhaustive examples of potential variations to response times and actions have been included against each type of defect criteria.

WATER DISCHARGED ONTO HIGHWAY

Investigatory criteria

Water discharging onto the highway whether through seepage, or direct discharge from land or property e.g. buildings.

Minimum dimension where applicable

Carriageway	N/A
-------------	-----

Footway & Cycleway	N/A
--------------------	-----

Response

1. Undertake risk assessment to determine response using risk matrix.
2. Liaise with landowner / property owner to reach a resolution

Notes

Consider powers under the Highways Act 1980 to enforce against discharge.