BOROUGH OF POOLE

HIGHWAY SAFETY INSPECTIONS POLICY & PROCEDURE

CONTENTS

Section 1 - INTRODUCTION

This document sets out the Borough of Poole's Policy and Procedure relating to highway safety inspections. It describes the principles for determining frequencies of inspections, the intervention levels to be applied and the risk-based approach to response times to identified safety defects on the highway network.

As stated in the National Code of Practice "Well Maintained Highways" 2005, last updated 16th January 2012, Safety Inspections are designed to identify all defects that are likely to create danger or serious inconvenience to users of the network and the wider community. The risk of danger is assessed on site and the defect identified either as a category 1 or 2 with an appropriate priority response.

The Code of Practice states that "the establishment of an effective regime of inspection, assessment and recording is a critical component of highway maintenance" and recommends three components for an inspection regime;

- Safety Inspections
- Service Inspections
- Condition Surveys

This document relates only to safety inspections.

Highway Safety Inspections (HSI) will be carried out in accordance with this manual. Those undertaking and managing HSI's will need to refer to this document and be conversant with its content, so that the inspections are completed with a consistent approach and associated actions are undertaken effectively and efficiently.

The inspections are carried out to ensure the safety aspects of:

- The Carriageway
- The Footway
- Verges
- Cycleways
- Rights of Way
- Drainage ironwork
- Blocked Gullies, standing water, water discharging
- Street Furniture (signs, bollards, railings, seats, etc)
- Safety Fences and Barriers
- Highway Trees (and trees directly adjacent to the highway)
- Road markings and studs
- utility apparatus
- Any other items identified as being on or likely to affect the network

The policy and procedures contained in this manual have been adopted using the recommendations contained in the national code of practice "Well Maintained Highways" and other highway authorities' inspection policies.

Consultation has also taken place with the Borough of Poole's insurance section.

This document covers the main principles relating to safety inspections. This includes the frequency of inspections, safety defects and required responses. It combines the two previous separate documents "Borough of Poole Highway Safety Inspection Policy" and "Highway Safety Inspection Procedure" which were last reviewed in Nov 2008

The inspection, assessment and recording regime should be reviewed on an annual basis, or more frequently if appropriate.

Section 2 - Legislation

The Highways Act 1980 sets out the main duties of highway authorities in England. The Borough of Poole as highway authority has, under section 41 of the Highways Act, a statutory duty to maintain adopted highways at public expense. This duty can lead to claims against the Borough for damages resulting from a failure to maintain the highway.

Under Section 58 of the Highways Act 1980, the highway authority can use a 'Special Defence' in respect of action against it for failure to maintain, if it can prove that it has taken such care as was reasonable. Proper highway inspection reports are part of the evidence used to show that the highway authority has acted reasonably. There are no statutory standards of highway inspection or maintenance but all the actions of a highway authority have to pass the 'test of reasonableness. Complying with Codes of Practice and 'industry norms' helps to show that the authority has acted reasonably. Where incidents do still inevitably occur, a robust and consistent safety inspection and response regime is vital as it will provide significant evidence for the Borough's Section 58 defence against claims of a breach of its Section 41 duty.

Under Section 81 of the New Roads & Streetworks Act 1991, Statutory Undertakers have a duty to maintain their apparatus in the highway. However it has been established that to some extent they can rely on the relevant highway authorities' safety inspections when defending a claim. In order to avoid the possibility of the Borough of Poole being held jointly liable in a claim involving statutory undertaker's apparatus, it is vital that within 24 hours or as soon as practically possible, any defect identified is reported to the relevant undertaker.

It should be remembered that there is a time limit for a claimant over the age of 18 to make a claim against the authority. This is 3 years for injury claims and 6 years for property damage claims. The time scale runs from the date of the incident or the date that the claimant became aware that their injury or damage was as a result of the incident (the date of knowledge).
Therefore safety inspections records must be retained for a minimum period of six years

Section 3 - NETWORK HIERARCHY

In order to maintain the highway in a suitable condition for the traffic (includes pedestrians, cyclists, etc) that may reasonably be expected to use it, a system of maintenance priorities must be established. Highway network hierarchies are the foundation of a coherent, consistent and auditable maintenance strategy and the Borough of Poole follows the principles laid down in Section 8 of the "Well-maintained Highways" Code of Practice as shown in the table below.

Hierarchy Category	Category Name	Classification / Description
CARRIAGEWAYS		
1	Motorway	
2	Strategic Route	Major 'A' roads.
3a	Main Distributor	Other 'A' and heavily trafficked 'B' roads.
3b	Secondary Distributor	Other 'B' roads, heavily trafficked 'C' roads and unclassified bus routes.
4a	Link Road	Roads linking between the main and secondary Distributor Network.
4b	Local Access Road	Roads serving limited numbers of properties carrying only access traffic.
FOOTWAYS		
1(a)	Prestige Walking Zones	Non allocated in Poole
1	Primary Walking Route	Busy shopping areas and main pedestrian routes e.g. High St , Ashley Rd etc
2	Secondary Walking Route and Safe Routes to School	Medium Usage through local areas and shopping centres.
3	Linked Footway	Local access through urban areas and busy rural footways.
4	Local Access Footway	Low usage estate roads and cul-de-sacs.
5	Definitive Right of Way	Unbound Public Rights of Way
CYCLEWAYS		
A	Part of Carriageway	
B	Remote from Carriageway	Cycle track not contiguous with the carriageway.
C	Cycle Trails	Trails and leisure routes through open spaces.

Carriageway hierarchy designations depend on the type and volume of traffic (including heavy goods vehicles and buses) as well as on the role of the particular section of carriageway in the network.
Footways, cycleways and footpaths (remote from carriageways) are similarly categorised based on usage and location.

The hierarchy, as a reflection of use, forms the basis of the frequency of inspections so that those parts of the network with more users are inspected more frequently.

Section 4 – THE FREQUENCY OF INSPECTIONS

The establishment of an effective regime of inspection, assessment and recording is an essential component of highway maintenance. The characteristics of the regime, including frequency of inspection, defects recorded and nature of response are based on an assessment of the relative risks.

The frequencies of routine safety inspections primarily relate to the network hierarchy category, but can be adjusted to suit site specific needs (e.g. high number of accidents/claims, school route, busy footways).
Frequencies currently range from monthly on the busiest sections of the network to annually on unsurfaced footpaths.
The safety inspection frequencies within the Borough of Poole are set out in the table below.

Hierarchy Type and Category			Number of inspections each year
Carriageway	Footway	Cycleway	
2, 3a, 3b	1	A*	12 no.
4a	2	A*	4 no.
4b	3,4	A*,B	2 no.
	5	C	1 no.

** category 'A' cycleways are inspected at the same frequency as the adjacent carriageway*

If a single section of road is bordered by a footway, then the higher hierarchy for the inspection is applied to both the carriageway and footway.

Where footpaths or cycle paths remote from carriageways form part of an integrated route or network intended to encourage walking and cycle use, a consistent safety inspection frequency for the route or network as a whole will be undertaken where practicable.

Cycleway inspections are included with the adjacent carriageway inspection for 'cycle lanes' and included with the adjacent footway inspection for 'shared cycle/footways'

An annual schedule of inspections is created with target dates to ensure that all sections are inspected at the designated frequency. The schedules are programmed to provide an acceptable interval between each inspection

throughout the year. In this way the Hierarchy 2 footways, for example, are to be inspected at three monthly intervals throughout the year. The pattern of inspections is consistently applied so that the inspection intervals are maintained year on year.

It is important that inspections are carried out on time but a degree of flexibility has to be accepted to reflect the limited resources available and possible unforeseen circumstances. Therefore, a tolerance of +/- seven (7) calendar days between an inspection and its scheduled inspection date will be the target for inspections whose frequency is twelve (12) per year, a tolerance of +/- fourteen (14) calendar days for those of four (4) per year and +/- twenty one (21) days for less frequent inspections.

Additional reactive inspections may be undertaken in response to third party reports or other information received.

Section 5 - SAFETY DEFECTS

Safety defects can be anything which constitutes a hazard to highway users. There are many types of defects which include potholes and vertical trips.

A number of common safety defects and intervention levels have been identified over time to reasonably minimise the risk to highway users and to defend claims against the Authority. They will remain subject to review in the light of any emerging issues such as advice from legal cases, insurers, other highway authorities, relevant national reports or local feedback.

Some common safety defects and standardised intervention criteria can be found in section 10

The list of defects in the tables is not exhaustive.
The Highway Inspectors discretion, based on site specific assessment of risk, will apply using the risk assessment method identified in section 6

Section 6 - DEFECT CATEGORIES AND RESPONSE TIMES

When a defect is identified, it is categorised following a risk assessment according to the urgency with which repair works are to be carried out. All risks are evaluated in terms of their significance (i.e. impact and probability) in accordance with the tables below.

The impact of a risk is quantified by assessing the likely extent of injury or damage should a risk (i.e. a defect) cause an incident to occur. The Highway Inspectors assess the likely impact of risk as follows:

1 = Little or negligible impact (e.g. minor damage)
2 = Minor or low impact (e.g. medium damage)
3 = Noticeable impact (e.g. injuries or substantial damage)
4 = Major or serious impact (e.g. serious injuries)

The probability of an incident occurring is quantified by assessing the likelihood of highway users passing by or over the defect, thus encountering the risk. As with the assessment of risk impact, Highway Inspectors should determine the probability of an incident on a scale of 1 to 4:

1. Very low probability
2. Low probability
3. High probability
4. Very high probability

The Risk Assessment Score is based on the following table:

	Probability	Very Low (1)	Low (2)	Medium (3)	High (4)
Impact	Negligible(1)	1	2	3	4
	Low (2)	2	4	6	8
	Noticeable (3)	3	6	9	12
	High (4)	4	8	12	16

The Response Category is determined from the table below:

	Probability	1	2	3	4
Impact	1	2.3	2.3	2.3	2.3
	2	2.3	2.3	2.2	2.2
	3	2.3	2.2	2.1	2.1
	4	2.3	2.2	2.1	1.1 / 1.2

For details of the Response Categories see paragraph 6.10 to follow.

The tables shown in Section 10 give basic guidelines on Response Times to different defects across the network using the above principles of risk assessment. They link probability to network hierarchy to produce typical Response Times to defects on different parts of the network.

Section 9.4.17 of the Code of Practice states:
“During safety inspections, all observed defects that provide a risk to users should be recorded and the level of response determined on the basis of risk assessment. The degree of deficiency in highway elements will be crucial in determining the nature and speed of response. Although some general guidance can be given on the likely risk associated with particular defects, on-site judgement will always need to take account of particular circumstances. For example the degree of risk from a pothole depends upon not merely its depth but also its surface area and location.”

Any response time derived from the tables in section 10 can be adjusted at the discretion of the Highway Inspector following a site-specific risk assessment based on the principles in this section.

An example of where Response Times might be increased (i.e. it is considered less urgent):

- Where a pothole /trip /undulation is close to the base of a tree where pedestrians are unlikely to walk.

An example of where a Response Time might be reduced (i.e. it is considered more urgent):

- Where a pothole /trip /undulation is such that the nature or location contributes it to being a higher than normal risk e.g. directly outside of a school entrance or on a cycleway within a carriageway.

Defects that are brought to the attention of the Authority via public complaint or other external source shall be reviewed by the Highway Inspector. Normally this would be within 24 hours unless a more urgent response (2 hours) is deemed appropriate from the information received. Response to the defect is prioritised in accordance with the risk assessment matrix.

The defect and response categories are principally:

Defect category	Response
1.1	make safe or repair within 2 hours
1.2	make safe or repair within 24 hours
2.1	repair within 7 calendar days
2.2	repair within 28 calendar days
2.3	repair during the next available programme or

Category 1

Those defects that require prompt action because they represent an immediate or imminent significant risk to safety and are required to be corrected or made safe within either 2 hours or 24 hours of the time of the inspection dependent on their urgency. In this context, making safe may constitute a permanent or temporary repair or, site dependent, on alternatives such as displaying warning notices, coning or fencing off, to protect the public.

Category 1 defects are sub-divided into two Response Categories:

Category 1.1

This category is for defects likely to be an immediate danger to highway users Defects recorded as a Category 1.1 require some form of action to be taken within 2 hours whether permanent or temporary.

Category 1.2

This category is for defects likely to be a danger to highway users or because there is a risk of short-term structural deterioration. Defects recorded as a Category 1.2 require some form of action to be taken within 24 hours, whether permanent or temporary. Temporary could include the erection of warning signs for example. If a temporary action is recorded, there must also be a permanent action to accompany it with a response time appropriate to the nature of the site and the temporary measures taken.

Category 2

These defects will be repaired within planned programmes of work, with priority depending on the degree of deficiency, traffic and site characteristics. These priorities will be considered, together with access requirements, other works upon the road network, traffic levels, and the need to minimise traffic management, in compiling the programmes of work.

Category 2 defects are sub-divided into three Response Categories:

Category 2.1

This category is used for defects in less urgent need of repair but where essential maintenance work is still required. The maximum period of time for repair is 7 calendar days.

Category 2.2

This category is used for less important repair work. The maximum period of time for repair is 28 calendar days.

Category 2.3

This category is used where a low risk defect is found that is unlikely to warrant repair before the next planned inspection. The defect will be reviewed at the next inspection or included in a planned patching program for carriageway or footway surfacing.

If and when the inspector finds a defect, s/he will mark them with white paint, unless the area concerned is of special quality paving where a yellow crayon or similar is used. On the carriageway, however,, these would not normally be marked unless it was safe to do so (e.g. on lightly trafficked roads not exceeding 30mph limit) with 2 people in attendance or under protection of vehicle. The extent of any carriageway defects will be referenced in record information supplemented by “off-carriageway” marks if appropriate.

All Category 1.1 & 1.2 defects will be reported immediately or as soon as is practicable to the repairing contractor or Works Section where safety permits after observation. This notification is recorded as an ‘Immediate’ action. Extremely hazardous defects e.g. a missing manhole cover, would not normally be left by the Inspector, who should wait until emergency help arrives, using signing and the vehicle to guard the defect where safe to do so.

The Inspector must not endanger their personal safety and should not remain inside the vehicle.

If Category 1.2 defects are found after 11.00hrs on the day before any weekend or public holiday, an emergency code (EMA - EMD) should be recorded. This is to ensure that the defect is made safe/repaired within 24 hours and not left until after the holiday period.

Street lighting column, illuminated sign and bollard defects considered a safety hazard to the public are recorded as Category 1.1 defects and reported to the Street Lighting Section.

Although this general guidance represents the likely response to defects found, it can be varied for site-specific considerations at the discretion of the Highway Inspector based on assessed risk.

Section 7 – Safety Inspection Procedure

Safety inspections are undertaken by a Highways Inspector either driven in a slow moving conspicuously marked vehicle or on foot. Individual circumstances (e.g. traffic speed and volumes, visual obstructions including parked cars, weather conditions, local knowledge of likely problems) will dictate which method is adopted mindful of the need to safely identify defects. Where a vehicle is used the speed would be sufficiently slow to identify defects but mindful of the effect on other traffic. Any section unable to be adequately seen from the vehicle is to be walked.

Highway safety inspections require concentration on the recording of defects that are potentially hazardous to users of the highway. This should not be at the expense of the Highways Inspectors' own safety or that of others using the highway. Risk assessments shall consider all aspects of safety and control measures which shall be designed into working methods.

Risk assessments will be regularly monitored to ensure they are up to date taking into account:-

- Newly identified risks
- New or amended legislation
- New or revised inspection methods
- New or revised defect repair methods

Where a Highways Inspector feels that the procedures and control measures given do not give sufficient protection at specific locations, they should inform the line manager. The risk assessments for the inspection process will be held by each Highways Inspector for easy reference and will also be available for managerial review in the office.

General guidelines for the various inspections are set out below. These are provided for consideration and should not be taken as exhaustive.

Inspections from a Vehicle

- Follow the Borough of Poole Safer Driving at Work Guidance and Advice
- When carrying out inspections from a moving vehicle, this will be a two man operation with the passenger carrying out the inspection and recording the data.
- The recommended speed for the carrying out inspections is 10-15 m.p.h.
- The vehicle used must be of a conspicuous colour (e.g. yellow or white) with high visibility rear markings, a roof mounted amber warning light bar and display sign to diagram 7404 "HIGHWAY MAINTENANCE" as a minimum
- High visibility jackets must be worn at all times
- When necessary to stop, it is preferable to stop the vehicle off the carriageway without obstructing a footway or cycle track. If this can not be achieved and the vehicle must be stopped on the carriageway, then there should be clear visibility in both directions and the beacon should be switched on. Moving vehicles should not be forced to cross solid centre line markings. Where this requirement cannot be met then advance signing must be used.
- For short duration stops the placing of signs maybe more hazardous than conducting the inspection in a safe manner and Highways Inspectors should assess each location.

Inspections on foot

- Lone working procedures to be adopted (See Borough Of Poole Lone Worker Policy and Guidelines)
- High visibility jackets to Class A must be worn
- Surveys should be conducted from footways or verges where possible i.e. avoid walking on the carriageway
- When carrying out an inspection in the carriageway or on a verge closer than 1m to the carriageway chapter 8 signing should be provided. For short duration inspections placing signs may be more hazardous than conducting the inspection in a safe manner, therefore inspectors should risk assess each location.
- Highway safety inspections should not be carried out during the hours of darkness/dusk or under conditions of poor visibility e.g. snow, fog, heavy rain
- Periods of high pedestrian/traffic flows should be avoided where possible.
- ID badges should be worn at all times.

Section 8 – RECORDING OF DEFECTS & INSPECTION DATA

In order for the Authority to defend potential claims, all data arising from Highway Safety inspections are recorded in a format that enables retrieval using a variety of search criteria. From the inspection records,

the location, the identity of the Inspector, the date, the type of inspection (i.e. driven or walked) and the defects noted and subsequent works carried out are all retrievable in defence of any claim.

The inspections to be carried are downloaded to each individual inspector's data capturing device each month.

All defects together with the nature of the response shall be recorded to enable a holistic view to be taken of the highway condition. The recording system also provides for recording complaints, reports or information from third parties.

The Inspector identifies the defect together with an automatically generated grid co-ordinate (from the hand held computer) and a description of the location for every item recorded. This enables all other parties involved in follow up work a reasonable chance of locating its position. Any abbreviations used must be readily understandable.

Treatments identified are those appropriate to the nature of the defect and its location. Most items are standard and specified as a code from the data collection software. Non-standard items are separately described.

Inspection data is downloaded at the end of each day into a Routine Maintenance Management Software system which allows the scheduling of repair work to be undertaken. The current software is supplied by WDM of Bristol.

From the inspection data file name, the location, identity of the Inspector, the date, the type of inspection (i.e. driven or walked) and the defects are recorded.

When an inspection is completed and no safety defects are found, the record of the inspection will automatically show that no safety defects were found.

All inspection data and subsequent works ordered are recorded in a format that facilitates analysis and enables retrieval in the event of any claims.

The use of Routine Maintenance Management software aids both the process and the management of the highway network by allowing a number of important functions to be undertaken.

Day to day management of the safety inspection process

- To provide lists of inspections due
- To provide lists of inspections overdue
- Input of planned inspection results

- Input of reactive inspections so that all safety defect data is together
- To provide the record of inspection
- An audit trail of inspections carried out
- A record of defect repair
- A method of loading and downloading from data capture devices.
- The updating of highway lengths to be inspected when the network changes
- The issue of works orders
- Performance management
- Management information for planning purposes

Insurance Claims

- To allow information to be obtained in connection to insurance claims
- Management of information
- The ability to provide data/information to other sections, e.g. legal

Management Output

- Data for performance targets
- Financial information for audit monitoring
- Statistical reports - Resource, time, costs, trends, indicators

Section 9 – TRAINING

Highways Inspectors are suitably experienced and competent to carry out the highway inspections as described in this procedure. It is expected that they will have a good working knowledge of relevant inspection procedures; safety requirements; highway materials and construction, together with knowledge for the use of appropriate inspection equipment and software. They should also be conversant with the relevant parts of the DfT's 'Chapter 8 - Traffic Signs Manual', highway working practices and ideally hold a nationally recognised qualification.

There is a clear need for consistency during the inspection process and training of staff is important. Competent inspectors and those directly managing the process are essential elements of Highway Safety Inspections. Inspectors' comments and feedback are part of the continual review of the procedure and the standards to which inspections are carried out will be changed or redefined if they prove inappropriate.

All personnel involved with safety inspections will be trained with the following objectives:-

- To understand the reason and importance for carry out Highway Safety Inspections
- To gain appreciation of the whole process of inspections and policy

- To ensure that there is a common understanding and interpretation of what constitutes a hazard on the highway in the context of safety inspection
- To be aware of the health and safety issues involved and the working methods that should be employed in carrying out the safety inspection.

- To be environmentally aware of the impact of their role
- To collect the safety inspection data in a form that allows the recording of the information to a common standard
- To have a good understanding of suitable repair techniques
- To use Data Capture Devices, computer systems and databases as appropriate
- To fully understand each inspection type, inspection requirements, downloading procedures and input of repair details.
- To be fully conversant with the insurance claim procedures

Any training required will be delivered through the Maintenance Team or through specialist trainers as appropriate. This will take the form of:-

- Specific training (e.g. External courses, National Qualifications)
- On the job (e.g. internal monitoring or on-site training)
- Refresher training

Currently the 3 Borough of Poole Highway inspectors have all attended the Highways Inspection Technical course at the Skills Training Centre, Mill Hill, London

Section 10 - TABLES SHOWING COMMON SAFETY DEFECTS, INTERVENTION LEVELS AND RESPONSE TIMES

The following tables give basic guidance to Response Times for common safety defects within different types of highway defined by the hierarchy category. These values are based on risk assessments and give typical values for the type of defect and location.

In all cases the Highways Inspector would have the discretion to adjust response times after carrying out an on site-specific risk assessment based on the tables in Section 6.

FOOTWAY DEFECT	INTERVENTION LEVEL	RESPONSE FOR FOOTWAY CATEGORY			
		1	2	3	4
Vertical projections,(trips), pot holes >50mm dia	>20 mm <50mm	24 hrs	24 hrs	24 hrs	7 days
	>50mm	2 hrs	2 hrs	2 hrs	24 hrs
Depression / humps/undulations (over 600mm straight edge)	>40mm <75mm	24 hrs	24 hrs	7 days	7 days
	>75mm	24 hrs	24 hrs	24 hrs	24 hrs
Crack or gap >20mm deep	>25mm wide and >200mm long	7 days	28 days	28 days	28 days
Rocking slab, block, ironwork, etc	>20 mm <50mm	24 hrs	24 hrs	24 hrs	7 days
	>50mm	2 hrs	2 hrs	2 hrs	24 hrs
Missing kerb Loose or significantly** damaged kerb	All – but reference to location within street and residual risk from remaining features.	28 days	28 days	2.3	2.3
Ironwork cracked badly damaged		7 days	28 days	2.3	2.3
Ironwork missing		2 hrs	2 hrs	2 hrs	2 hrs
Guard rail missing or dangerously Damaged	Same day intervention may be temporary securing / taping of gap	24 hrs	24 hrs	24 hrs	24 hrs
Overhanging vegetation reducing width / obscuring sign / etc.	Height <7 daysm (or <2.3m for cycleway) across highway.	Contact Householder / issue notice if private tree Contact Streetscene if Highway Tree If imminent Danger contact Streetscene Team			
Weeds / moss / growth likely to affect pedestrians	Danger assessed (e.g. thick moss in wet or freezing conditions)	Contact Streetscene Team			
Debris / oil / etc. on footways likely to affect pedestrians	Danger assessed but likely to be greatest at time first noticed.	Contact Streetscene Team			
Sign (non-illuminated) missing or illegible	Warning or regulatory	24 hrs	24 hrs	7 days	7 days
	Other	28 days	28 days	28 days	2.3
Illuminated signs	Out of light or damaged	Report to street lighting section on same day. Serious damage, wires exposed, road traffic Collision, etc. – ring street lighting section for 2hr response.			
Illuminated bollards					
Street Lights					
Unsafe signing and guarding to Excavation	Highway Authority works	Advise senior site person for action – Report to Streetscene Works Supervisor			
	SU work	Advise senior site person for action - pass to Streetworks team to attend and/or issue defect			
	Private (e.g. Sect. 50)	Advise senior site person for action - pass to Streetworks team to investigate			
Miscellaneous Hazards	These can be diverse and intervention level based on Highway Inspector assessment of risk posed to public	Response times vary dependent on type of defect identified and likelihood of public being put at risk of injury by delaying response time.			

Response Times 2 hrs = 2 hrs 24 hrs = 24 hrs 7 days = 7 days
28 days = 28 days 2.3 = Next inspection or planned work schedule
Cat 5 Footways (unbound Public Rights of Way) are maintained fit for purpose.
** "Significantly" relates to damage likely to endanger pedestrians (e.g. extensive spalling or damage at crossing point) – Inspector discretion determines.
> means equal to or greater than < means less than
Highway Inspector discretion applies to above table where site-specific overrides general information above

CARRIAGEWAY DEFECT	INTERVENTION LEVEL	MAINTENANCE CATEGORIES				
		2	3a	3b	4a	4b
Pothole >150mm Diameter	>40mm <100mm deep >100 mm deep	24 hrs 2 hrs	24 hrs 2 hrs	24 hrs 2 hrs	24 hrs 24 hrs	24 hrs 24 hrs
Edge Deterioration >150mm into c/way	>40mm <100mm deep >100 mm deep	24 hrs 2 hrs	24 hrs 2 hrs	24 hrs 2 hrs	24 hrs 24 hrs	24 hrs 24 hrs
Trench vertical edge sunk	>40mm <100mm deep >100 mm deep	24 hrs 2 hrs	24 hrs 2 hrs	24 hrs 2 hrs	24 hrs 24 hrs	24 hrs 24 hrs
Trench crowning or trench depression >50mm over 600mm	Apparent to eye and when driven across.	Check compliance with NRSWA requirements dependent on trench width. If SU trench Report to Streetworks Team to defect if possible. Response time for other.				
		7 days	7 days	7 days	28 days	28 days
Rutting over 600mm	>40mm	28 days	28 days	28 days	2.3	2.3
Important safety road markings (e.g. stop lines / give way / one way arrows / etc.)	Faded or missing (>50%); significant reduction in effectiveness	28 days	28 days	28 days	28 days	28 days
Non-illuminated signs – warning or regulatory	Seriously damaged, illegible or missing	24 hrs	24 hrs	24 hrs	7 days	7 days
Safety fencing	Damaged	Report to Streetscene Works supervisor on same day				
Overhanging vegetation	Obscuring signs, street lights, low within carriageway	Contact Householder / issue notice if private tree Contact Streetscene if Highway Tree If imminent Danger contact Streetscene Team				
Illuminated signs Illuminated bollards Street Lights	Out of light or damaged	Report to street lighting section on same day. Serious damage, wires exposed, road traffic collision, etc. - ring street lighting section for 2hr response.				
Gully grating or manhole cover	Missing or dangerously damaged or collapsed >40mm	2 hrs	2 hrs	2 hrs	2 hrs	2 hrs
Gully grating or manhole cover	Cracked or damaged but still functional	28 days	28 days	28 days	2.3	2.3
Debris or oil on carriageway	Danger to be assessed but likely to be greatest at time first noticed.	If imminent danger to highway users – phone ECPS immediately. Otherwise advise same day.				
Unsafe signing and guarding to excavations	Highway Authority works	Advise senior site person for action – Report to Streetscene Works Supervisor				
	SU work	Advise senior site person for action - pass to Streetworks team to attend and/or issue defect				
	Private (e.g. Sect. 50)	Advise senior site person for action - pass to Streetworks team to investigate				
Miscellaneous hazards	Intervention level from Highway Inspector Risk Assessment	Response times vary dependent on type of defect identified and likelihood of public being put at risk of injury by delaying response time.				
Response Times	Highway Inspector discretion applies to above table where site-specific overrides general information .					
1.1 = 2 hrs	1.2 = 24 hrs	2.1 = 7 days	2.2 = 28 days	2.3 = Next inspection or planned work schedule		
** “Significantly” relates to damage likely to endanger pedestrians (e.g. extensive spalling or damage at crossing point) – Inspector discretion determines.						
> means equal to or greater than			< means less than			