Hertfordshire County Council

Highways Service Term Contract
Contract Ref: HCC1003710

Defect Management Approach
Schedule 15 - Inspection Manual

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Approvals

This document requires the following approvals. A signed copy should be placed in the project files.

Name	***Signature***	***Title***	***Date of Issue***	***Version***
Rob Payne		*Service Integration Team Leader*	***30/03/2016***	***2.0***
Peter Simpson		*Senior Asset Manager*	***30/03/2016***	***2.0***

Distribution

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1. Overview of Defect Management Approach

The approach taken to defect management within the highways service is summarised in Figure 1.

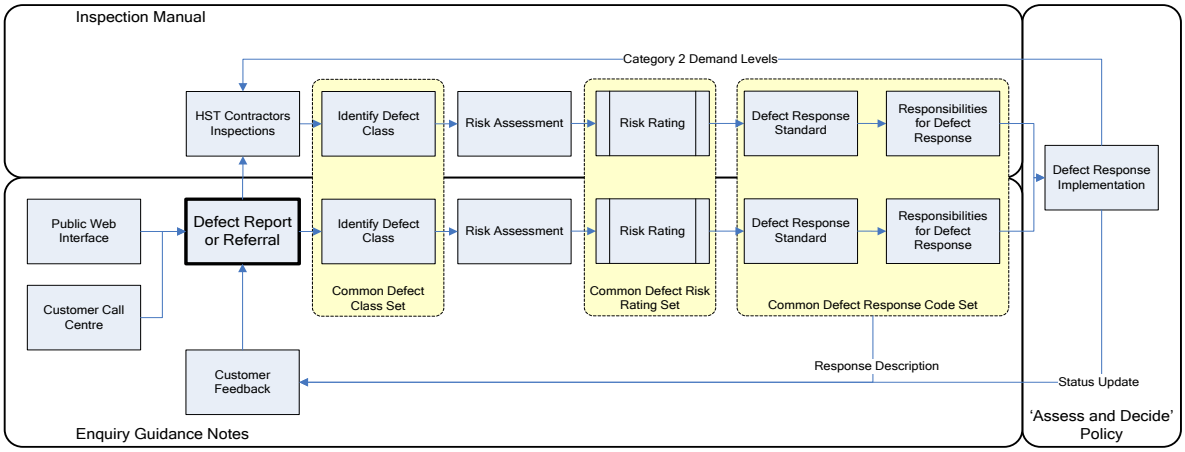


Figure 1: Overview of Defect Management Approach

The Highways Service Term Contract (HST) Contractor will be required to implement the defect management approach through the provisions of the HST contract and in accordance with Hertfordshire County Council's (HCC) policy and guidance. The HCC policy and guidance on the defect management approach is contained within three mutually supporting documents:

- The Inspection Manual – sets out the HCC policy and guidance for inspecting the highway and assessing Emergencies, Category 1 and Category 2 defects identified internally by the HST Contractor.

- The Enquiry Guidance Notes – sets out guidance for assessing defects (including service requests) reported by the public or stakeholders.

- The 'Assess and Decide' Strategy – sets out the HCC strategy and guidance for the prioritisation of and commitment to Emergency, Category 1 and Category 2 response work.

This document is the first of this series.

2. Inspection Manual

2.1 Introduction

Under the Highways Service Term Contract (HST) arrangements, the HST Contractor is accountable for managing HCC's response to Emergencies, Category 1 Defects and Category 2 Defects through three Contractor Directed Services:

- Emergency Service
- Category 1 Defect Remedy Service
- Category 2 Service

The demand for these services is created through two input streams:

- Direct Inspection - The HST Contractor is responsible for searching out Defects through the provisions of the HST Inspection Service requirements.

- Reports or Referrals – Defects (or service requests) reported by customer or other stakeholders. These are actively encouraged and can be directly reported, either through the hertsdirect.org Highway Fault Reporting web service or through the Customer Call Centre. In some instances, reports or referrals are also made direct to the HST Contractor by key stakeholders.

It is HCC's policy that defects reported by the customer will be responded to with the same standards as those identified by direct inspection by the HST Contractor.

This manual is provided to set out HCC's standards for those carrying out direct highway inspections through the HST Inspection Service. It also provides HCC's policy and guidance for how the HST Contractor is to assess and categorise the defects that are discovered, so that they can be effectively managed through the subsequent Contractor Directed Services.

HCC expects the HST Contractor to keep the effectiveness of this Inspection Manual under review and to report where any requirements act against the efficiency or effectiveness of the service. In such circumstances, the HST Contractor should make recommendations to HCC on how this manual might be changed or otherwise improved as a continual improvement opportunity.

2.2 HST Contractor's Inspections

2.2.1 Inspection Principles

HCC is committed to providing Best Value in public service, and as such, follows the principles contained in the document 'Well Maintained Highways Code of Practice for Highway Maintenance Management' and 'Well-lit Highways Code of Practice for Highway Lighting Management' published by the Road Liaison Group, including Complementary Guidance and any other published updates, which together are referred to as the Code of Practice (COP).

The HST Contractor will adhere to the principles of the COP at all times unless otherwise directed by HCC.

2.2.2 Definitions

In this Defect Management Approach:

'Defect' - is a physical property exhibited on the highway network that either:

- represents a significant deterioration from the required condition, or
- prevents the network from acting in the intended manner, or
- is the result of damage, or
- is likely to increase the rate of deterioration of another item, or
- causes an unintended hazard or nuisance.

'Emergency' – is a Defect that requires very prompt attention because they represent an immediate or imminent risk of one of the following:

- injury to any party using or repairing the highway network,
- significant disruption to the normal flow of traffic through the highway network,
- structural deterioration of part of the highway network,
- damage to a third party's property or equipment,
- damage to the environment,
- liable to leave the Employer in breach of one or more of his statutory duties,
- failure of an asset to fulfil its intended function where such an asset protects the road user and/or facilitates the safe use of the highway network.

'Category 1 Defects' - are Defects that require prompt attention because they represent an immediate or imminent risk of one of the following:

- injury to any party using or repairing the highway network,
- significant disruption to the normal flow of traffic through the highway network,
- structural deterioration of part of the highway network,
- damage to a third party's property or equipment,
- damage to the environment,
- liable to leave the Employer in breach of one or more of his statutory duties,
- failure of an asset to fulfil its intended function where such an asset protects the road user and/or facilitates the safe use of the highway network.

'Category 2 Defects' are all Defects that are not categorised as Category 1 Defects. Category 2 Defects will be sub-divided into:

Category 2(H) – High Priority
Category 2(M) – Medium Priority
Category 2(L) – Low Priority

2.2.3 Inspection Objectives

The objectives of the HST Inspection Service are three fold:

- The primary objective is to ensure that routine **Safety Inspections** of the highway network are carried out in accordance with the principles of the COP and to at least the minimum return frequencies set out for such inspections in the HST Inspection Service requirements.

- To undertake **ad-hoc direct inspections** as may be required as a result of a reports or referrals of defects made by customers or other stakeholders.

- To **identify Category 2 Defects** to the extent, in the different parts of the network and of the different Defect Classes required allowing full and proper compliance with the requirements of the HST Category 2 Service, and 'Defect Management Approach – Assess & Decide Strategy'.

2.2.4 System of Inspection

Subject to the HST Inspection Service requirements, the HST Contractor will manage a System of Inspection to achieve the inspection objectives. The HST Contractor will establish and document the System of Inspection to provide assurance that the service outcomes will be achieved in compliance with BSEN ISO 9001 standards. The HST Contractor's System of Inspection will be subject to acceptance by HCC. The HST Contractor's compliance with their accepted system will be subject to audit by HCC or their representatives.

When providing the HST Inspection Service, the HST Contractor will comply with the following rules:

Competency of Inspection Service Staff.

The HST Contractor will establish a system for managing the competencies, training, assessment and certification of their Inspection Service Staff that complies with the principles set down in the COP.

Inspection Modes

Inspections must be carried out in a manner that is appropriate to the nature of the highway network being inspected and the purpose of the inspection.

- Inspections may be undertaken from a slow moving vehicle. In such circumstances a separate driver shall be provided to ensure that the inspector can be dedicated to observing for Defects. The type and speed of the vehicle should allow for full and proper inspections to be made.

- All footways designated with a safety inspection interval of monthly or 3 monthly shall be walked and recorded as a separate inspection from the carriageway.

- All footways designated with a safety inspection interval of 6 monthly or annually may be inspected from a vehicle as a combined carriageway and footway inspection. However, if any of the following circumstances are found during the inspection then the footway must be walked:-
    - Footways that are of paving slab construction;
    - Footways that are tree lined;
    - Footways where the distance between the edge of the carriageway and footway is greater than 2 metres;
    - Footways which are elevated at a height greater than 1 metre above carriageway level;
    - Footways which are lower than 0.5metre below carriageway;
    - Footways where visibility from a vehicle is impaired by an obstruction – e.g. parked cars, barriers etc.

Verification Surveys

The HST Contractor's System of Inspection will include a programme of Verification Surveys that will review samples of inspections carried out by the Highway Inspectors to benchmark standards of Defect interpretation across the highway network. The HST Contractors System of Inspection will provide a mechanism for harmonising actual standards of Defect interpretation where significant variations in standards are discovered.

Validation of Inspection Completion

The HST Contractor's System of Inspection will provide robust and auditable mechanisms which generate tangible evidence to show:

- That inspections have been completed to at least satisfy the required Safety Inspection minimum return frequency,
- The precise location of any Defects identified on the highway network,
- A visual record of the individual Defects identified,
- The Defect Class / Defect Risk Rating assigned to Defects,
- The Date and Time that Defects were identified,
- The identity of the Highway Inspector,
- The inspection mode.

2.2 Identify Defect Class

The isolation and identification of Defects from within the street scene is a complex and in many cases subjective matter that relies primarily on the experience and competence of the Highway Inspector. The first stage of this process is the identification of the Defect to a recognised Defect Class. All Defects identified by the HST Contractor through direct inspection will therefore be identified in accordance with the Common Defect Class set (See Appendix A). These Defect Class descriptions and codes are common across the Defect Management Approach.

2.3 Risk Assessment / Risk Rating

In accordance with COP principles, all Defects will be assessed in terms of the risk they pose. To do this, a Common Defect Risk Rating in the range 1 – 25 will be identified for each identified Defect. This will be used to evaluate the individual and relative significance and priority of the Defect.

Defect Risk Rating		Potential Probability (P)				
		Very Low (1)	Low (2)	Medium (3)	High (4)	Very High (5)
Potential Impact (I)	Very Low (1)	1	2	3	4	5
	Low (2)	2	4	6	8	10
	Medium (3)	3	6	9	12	15
	High (4)	4	8	12	16	20
	Very High (5)	5	10	15	20	25

2.4.1 Risk Assessment in Direct Inspections

Where the Defect is identified by the HST Contractor through direct inspection, a **full** risk assessment will be undertaken by the Highway Inspector attending the Defect site. In this case, the Highway Inspector will assess:

- The Potential Impact (I) of the Defect risk (quantified on a scale of 1 – 5).
- The Potential Probability (P) of the Defect risk occurring (quantified on a scale of 1 to 5).

The Defect Risk Rating (to be the product I x P) will then be assigned to the Defect.

In order to help Highway Inspectors make appropriate risk assessment judgements, Risk Characteristics are given for each Defect Class at Appendix B – Defect Class Policy's. The Highway Inspector will take the Defect Class Policy's into account as a guide when identifying and assessing Defects. However, the Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

2.4.2 Use of Defect Risk Rating:

The Defect Risk Rating will be used to define the appropriate Defect Category as follows:

Defect Risk Rating	1 – 4	5 – 8	9 – 12	15 – 20	25
Defect Category	Category 2(L) Defect	Category 2(M) Defect	Category 2(H) Defect	Category 1 Defect	Emergency

The Defect Risk Rating will also be used to decide on the appropriate Defect Response Standards that are appropriate for each separate Defect Class.

2.4 Defect Response Standard

The Defect Response Standards for each Defect Class / Defect Risk Rating combination are described in the individual Defect Class Policy's (see Appendix B). These Defect Response Standards are to be applied uniformly to Defects, whether initiated through direct inspection by the HST Contractor, or by reports or referrals from customers.

The Defect Response Standards are defined separately for:

- Hazard Mitigation
- Permanent Remedy

2.4.1 Hazard Mitigation

Hazard Mitigation is the fast reactive response to reduce the level of risk immediately posed by the Defect.

In all cases - the Highway Inspector should correct the Defect or make it safe at the time of the inspection, if reasonably practicable. In this context, making safe may constitute displaying warning notices, coning-off or fencing-off to give protection from the Defect.

For Emergency or Category 1 Defects – A Hazard Mitigation Time will be set in accordance with the Defect Class Policy. Within this, where reasonably practicable, Hazard Mitigation should seek to repair the Defect permanently. If this is not possible, then a temporary repair should be made followed up by a Permanent Remedy in accordance with the respective Defect Class Policy.

For Category 2 Defects – Hazard Mitigation will not be required as, by definition, a Category 2 Defect is not immediately hazardous.

2.4.2 Permanent Remedy

Permanent Remedy is the planned response to repairing the Defect permanently.

For Category 1 Defects – A Permanent Remedy Time will be set in accordance with the Defect Class Policy.

For Category 2 Defects – Permanent Remedy will be in accordance with the Assess & Decide Strategy.

2.5 Responsibility for Defect Response

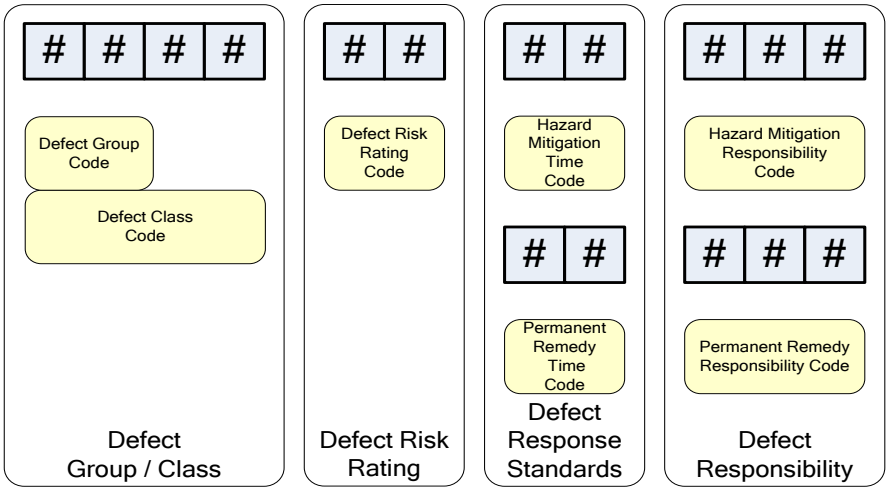
The party responsibility for meeting the Defect Responses Standards for an identified Defect will vary according to the Defect Class. The individual Defect Class Policy's give information to help the Highway Inspector identify the parties who hold:

- Hazard Mitigation Responsibility, and
- Permanent Remedy Responsibility

In many cases, the Highway Inspector will need to assess the identity of who is responsible from on-site information. E.g. the identity of the Statutory Undertaker; the address of an adjacent landowner / occupier etc.

2.5 Common Defect Response Codes

Each Defect is to be described through a set of Common Defect Response Codes described below.



= Alpha-Numeric Character

Each code will be:

- Attributed to a Unique Customer Reference Number (where the Defect originated from a customer report or referral),
- Attributed to the Unique Defect Reference Number,
- Separately reportable,
- Reportable in combination with other attributes, to facilitate the mining of data.

The individual codes are described below.

Defect Group Code / Defect Class Code:

The Defect Group Code / Defect Class Code set is described in section 2.2 above.

Defect Risk Rating Code:

The Defect Risk Rating Code defines the assigned Defect Risk Rating as follows.

Defect Risk Rating	***Defect Risk Rating Code***
Not Yet Assigned	*99*
1	*01*
2	*02*
3	*03*
4	*04*
5	*05*
6	*06*
8	*08*
9	*09*
10	*10*
12	*12*
15	*15*
16	*16*
20	*20*
25	*25*

Hazard Mitigation Time Code:

The Defect Mitigation Time Code defines the hazard mitigation response standard requirements as follows:

Required Hazard Mitigation Response Standard	**Hazard Mitigation Time Code**
Not yet assigned	99
No hazard mitigation	00
Emergency Service Response within 1 hour	01
Emergency Service Response within 2 hours	02
Category 1 Hazard Mitigation within 24 hours	24

Permanent Remedy Time Code:

The Permanent Remedy Time Code defines the permanent remedy response standard requirements as follows:

Required Permanent Remedy Response Standard	**Permanent Remedy Time Code**
Not yet assigned	99
No Permanent Remedy required	00
Permanent Remedy within 1 day	01
Permanent Remedy within 5 days	05
Permanent Remedy within 7 days	07
Permanent Remedy within 14 days	14
Permanent Remedy within 28 days	28
‘Assess & Decide’ Strategy	50

Hazard Mitigation Responsibility Code:

The Hazard Mitigation Responsibility Code defines who is responsible for undertaking the identified hazard mitigation operations as follows:

Hazard Mitigation Responsibility Group	**Hazard Mitigation Responsibility Sub Group**	**Hazard Mitigation Responsibility Code**
Not yet assigned		999
No hazard mitigation		000
HST Contractor	Unknown	100
	HST Contractor Sub Group 1	101
	etc	etc
		…up to 199
Other HCC Contractor	Unknown	200
	Contractor 1	201
	Etc	etc
		…up to 299
HCC	Unknown	300
	HCC Sub Group 1	301
	Etc	etc
		…up to 399
Statutory Undertaker	Unknown	400
	Undertaker 1	401
	Etc	etc
		Up to 499
Another Authority	Unknown	500
	Highways Agency	501
	Bedfordshire CC	etc
	Cambridgeshire CC	
	Bucks CC	
	LB of Barnet	
	Watford Borough	
	Etc	Etc
		…up to 599
Adjacent landowner / Occupier	Unknown	600
	Details Recorded Separately (separate field)	601
	Etc	Etc
		…up to 699
Other Third Party	Unknown	700
	Details Recorded Separately (separate field)	701
	Etc	Etc
		…up to 799

Permanent Remedy Responsibility Code:

The Permanent Remedy Responsibility Code defines who is responsible for undertaking the required permanent remedy operations. These will be selected from the code set prepared for the Hazard Mitigation Responsibility Code.

Appendix A – Common Defect Class Set

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide*	Defect Class Policy#
Animals	AN	Dead Off Carriageway	AN01	x	x
Animals		Dead On Carriageway	AN02	x	x
Animals		Live On Carriageway	AN04	x	x
Animals		Rabbit Infestation	AN05	x	x
Bus Shelters And Bus Stops	BS	Bus Electronic Display Screen Damaged	BS01	x	x
Bus Shelters And Bus Stops		Bus Electronic Journey Planner Damaged	BS02	x	x
Bus Shelters And Bus Stops		Bus Stop Pole Leaning or Damaged	BS04	x	x
Bus Shelters And Bus Stops		Bus Stop Sign Missing or Damaged	BS05	x	x
Bus Shelters And Bus Stops		Seat or Light Damaged	BS06	x	x
Bus Shelters And Bus Stops		Timetable Missing or Damaged	BS07	x	x
Bus Shelters And Bus Stops		Shelter Damaged	BS08	x	x
Flooding And Drainage	FL	Property Damaged By Flooding	FL01	x	x
Flooding And Drainage		Road Flooded	FL02	x	x
Flooding And Drainage		Ditch Silted / Overgrown Or Headwall Damaged	FL03	x	x
Flooding And Drainage		Footway Flooded	FL08	x	x
Flooding And Drainage		Gully Blocked or Drain	FL09	x	x
Flooding And Drainage		Subway Flooded	FL12	x	x
Flooding And Drainage		Verge Grips Blocked	FL13	x	x
Flooding And Drainage		Pedestrian being splashed with flood water	FL14	x	x
Footway, Cycle Tracks, Verges And Embankments	FV	Highway Steps Damaged	FV02	x	x
Footway, Cycle Tracks, Verges And Embankments		Ironwork (Gullys, Manholes Etc) Missing / Broken/ Loose	FV03	x	x
Footway, Cycle Tracks, Verges And Embankments		Ironwork (Gullys, Manholes Etc) Sunken	FV04	x	x
Footway, Cycle Tracks, Verges And Embankments		Mud On Footway / Cycle Track	FV05	x	x
Footway, Cycle Tracks, Verges And Embankments		Verge Encroachment Onto Footway / Cycle Track	FV07	x	x
Footway, Cycle Tracks, Verges And Embankments		Rough / Uneven / Cracking Surface	FV08	x	x
Footway, Cycle Tracks, Verges And Embankments		Soft Verge Damaged/Overrun	FV09	x	x
Footway, Cycle Tracks, Verges And Embankments		Trip Hazard	FV10	x	x
Footway, Cycle Tracks, Verges And Embankments		Hazardous Leaves On Footway / Cycle Track	FV11	x	x
Footway, Cycle Tracks, Verges And Embankments		Unstable Embankments/Cuttings	FV12	x	x
Footway, Cycle Tracks, Verges And Embankments		Damaged Seating	FV13	x	x
Footway, Cycle Tracks, Verges And Embankments	KC	Damaged Kerb, Edging Or Channel	KC01	x	x
Graffiti	GR	Graffiti on Highways Property	GR01	x	x
Guardrails, Fencing, Unlit Bollards and Posts		Highway Fence/Wall Damaged or Missing	FE02	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide*	Defect Class Policy#
Guardrails, Fencing, Unlit Bollards and Posts		Pedestrian Guardrails Damaged or Missing	FE03	x	x
Guardrails, Fencing, Unlit Bollards and Posts		Pedestrian Handrails Damaged or Missing	FE04	x	x
Guardrails, Fencing, Unlit Bollards and Posts		Unlit Bollards / Posts Damaged or Missing	FE05	x	x
Guardrails, Fencing, Unlit Bollards and Posts		Animal Fencing Damaged or Vandalized	FE06	x	x
Highway Bridges And Walls	HB	Bridge / Structure Damaged or Unstable	HB01	x	x
Kerbing Edging Or Channels	KC	Damaged Kerb, Edging Or Channel	KC01	x	x
Lighting / Lit Features	LT	Belisha Beacon/Central Island Beacon Globe Damaged Or Dirty	LT01	x	x
Lighting / Lit Features		Belisha Beacon/Central Island Beacon Knocked Down Or Leaning	LT02	x	x
Lighting / Lit Features		Belisha Beacon/Central Island Beacon Out Or Flickering	LT03	x	x
Lighting / Lit Features		Christmas Lighting Fault or Damaged	LT04	x	x
Lighting / Lit Features		Sign Light Lens Damaged or Dirty	LT06	x	x
Lighting / Lit Features		Street Light Lens Damaged Or Dirty	LT07	x	x
Lighting / Lit Features		Lit Bollard Damaged or Missing	LT08	x	x
Lighting / Lit Features		Lit Bollard Out Or Flickering	LT09	x	x
Lighting / Lit Features		Sign Light Door Damaged or Missing or Open	LT10	x	x
Lighting / Lit Features		Sign Light Missing	LT12	x	x
Lighting / Lit Features		Street Light Door Damaged Or Missing Or Open	LT13	x	x
Lighting / Lit Features		Sign Light On During Day	LT14	x	x
Lighting / Lit Features		Sign Light Out Or Flickering	LT16	x	x
Lighting / Lit Features		Sign Light Knocked Down or Leaning	LT17	x	x
Lighting / Lit Features		Street Light Knocked Down or Leaning	LT18	x	x
Lighting / Lit Features		Street Light On During Day	LT19	x	x
Lighting / Lit Features		Street Light Out Or Flickering	LT20	x	x
Lighting / Lit Features		Subway Light Damaged or Dirty	LT21	x	x
Lighting / Lit Features		Subway Light Out or Flickering	LT22	x	x
Lighting / Lit Features		Street Light Equipment Hanging	LT24	x	x
Lighting / Lit Features		Sign Light Equipment Hanging	LT25	x	x
Lighting / Lit Features		Subway Light Equipment Hanging	LT26	x	x
Obstruction / Encroachment	OB	Sign Illegally Placed On Highway	OB01	x	x
Obstruction / Encroachment		Spillage, Debris or Shed Loads	OB02	x	x
Obstruction / Encroachment		Fly Tipping On Road	OB05	x	x
Obstruction / Encroachment		Obstruction On Road / Cycle Lane	OB06	x	x
Obstruction / Encroachment		Obstruction On Footway / Cycle Track or Verge	OB07	x	x
Obstruction / Encroachment		Dangerous Use Of The Highway (Skips, Scaffold, Building Materials, Seating Etc)	OB11	x	x
Public Rights Of Way	PW	Public Right Of Way Blockage	PW01	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide*	Defect Class Policy#
Public Rights Of Way		Public Right Of Way Encroachment	PW02	x	x
Public Rights Of Way		Public Right Of Way Flooded	PW03	x	x
Public Rights Of Way		Public Right Of Way Gate or Stile Damaged	PW04	x	x
Public Rights Of Way		Public Right Of Way Structure Damaged or Missing	PW05	x	x
Road And Cycle Lane	CW	Abrupt Level Difference In Running Surface	CW01	x	x
Road And Cycle Lane		Manhole Or Gully Cover Missing, Damaged Or Loose	CW02	x	x
Road And Cycle Lane		Manhole Or Gully Cover Sunken	CW03	x	x
Road And Cycle Lane		Crack In Surface	CW04	x	x
Road And Cycle Lane		Mud On Road	CW05	x	x
Road And Cycle Lane		Pothole	CW06	x	x
Road And Cycle Lane		Roadwork Signs And Barriers	CW07	x	x
Road And Cycle Lane		Rough, Uneven Or Crazing Surface	CW08	x	x
Road And Cycle Lane		Slippery Surface – Not Leaves, Ice Or Snow (Worn Surface / Texture)	CW09	x	x
Road And Cycle Lane		Road Traffic Incident (Spillage, Surface Damage by Fire etc)	CW10	x	x
Road And Cycle Lane		Road Markings Missing/Faded	CW11	x	x
Road And Cycle Lane		Studs/Catseyes Missing/Damaged	CW12	x	x
Road And Cycle Lane		Safety Barriers Damaged Or Missing	CW13	x	x
Road And Cycle Lane		Damaged or Missing Road Hump	CW14	x	x
Road And Cycle Lane		Large Void (Sink Hole – Not a Soft Spot / Pothole)	CW15	x	x
Street Equipment	SE	Flashing Speed Sign Damaged	SE01	x	x
Street Equipment		Safety Camera Damaged	SE02	x	x
Signs And Street Name Plates	SI	Sign Face Dirty, Damaged / Obscured or Missing	SI01	x	x
Signs And Street Name Plates		Street Nameplate Damaged or Missing	SI04	x	x
Signs And Street Name Plates		Unlit Sign Knocked Down or Leaning	SI07	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards	TS	Traffic Signals Timing Problem	TS01	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards		Temporary Roadwork Traffic Signals Problem	TS02	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards		Traffic Signal Lights Out	TS03	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards		Traffic Signals Knocked Down or Leaning	TS04	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards		Traffic Signals Dirty or Obscured	TS05	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards		Rising Bollard Damaged	SF04	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards		CCTV / ANPR Installation Damaged	CC02	x	x
Traffic Signals, CCTV, Safety Camera And Rising Bollard		Variable Message Sign Damaged	SI09	x	x
Trees And Vegetation	TV	Vegetation Or Grass Cutting	TV01	x	x
Trees And Vegetation		Hedge Overgrown	TV02	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide*	Defect Class Policy#
Trees And Vegetation		Noxious Weeds	TV03	x	x
Trees And Vegetation		Tree Branches Overhanging	TV04	x	x
Trees And Vegetation		Tree Dead, Diseased Or Dying	TV05	x	x
Trees And Vegetation		Tree Or Branch Fallen	TV06	x	x
Trees And Vegetation		Tree Or Root Encroachment Into Private Property	TV07	x	x
Trees And Vegetation		Tree Or Root Encroachment Into Highway	TV08	x	x
Trees And Vegetation		Weed Growth On Footway	TV09	x	x
Utilities	SU	Defective Patch Or Trench	SU02	x	x
Utilities		Overhead Wires / Poles Damaged Or Unstable	SU03	x	x
Winter Service	WS	Ice And Snow On Road Or Footway	WS01	x	x
Winter Service		Salt Bin Missing or Damaged or Empty	WS04	x	x

Appendix B – Defect Class Policy's

ANIMALS –
DEAD ANIMAL OFF ROAD

[Defect Class = AN01]

Defect Class Description

Dead animal(s) causing hazard off a highway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Animal Size				Medium e.g. Cat, Dog, Badger, Fox, Hare	Large e.g. Horse, Cow, Deer

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is it on the Verge or Footway	Verge Refer to District Borough Council				Footway

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	2hr	AOF1
Category 1	20	n/a	5 working days	AOF3
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 - 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

n/a

Permanent Remedy Responsibility Rules

All responses will produce a permanent remedy.

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier
Verge	Refer to Borough Council

*to be ascertained from Location Information

ANIMALS –
DEAD ANIMAL ON ROAD

[Defect Class = AN02]

Defect Class Description

Dead animal(s) causing hazard on a highway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Animal Size				Medium eg. Cat, Dog, Badger, Fox	Large eg. Horse, Cow, Deer, Swan

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Animal				Medium	Large

Additional Information – Characteristics

Route Aspects	Sweeping bend or close to junction or narrow road	Tight blind bend or close to junction or narrow road
Position in carriageway	Edge / Road centre / lane line	On wheel tracks
Route Operation	Medium impact on capacity	Significantly impairing capacity

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	2hr	AON1
Category 1	20	n/a	5 working days	AON3
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 - 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

n/a

ANIMALS –
LIVE ANIMAL ON ROAD

[Defect Class = AN04]

Defect Class Description

Live animal(s) causing hazard on a highway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Animal Size					Large/ Domestic e.g. Cat, Dog Horse, Cow, Deer

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Class of Road					A, B, C, Unclassified

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	**Contact Police**	ALR8
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 - 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

ANIMALS –
RABBIT INFESTATION ON FOOTWAY, VERGE OR ROAD

[Defect Class = AN05]

Defect Class Description

Rabbits polluting the highway area.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Effect on the use of the carriageway		SELECT			

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
			SELECT		

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	Assess & Decide Strategy	ARI6
Category 2(L)	4 - 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

n/a

Permanent Remedy Responsibility Rules

All responses will produce a permanent remedy.

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

BUS SHELTERS AND BUS STOPS – BUS ELECTRONIC DISPLAY SCREEN DAMAGED

[Defect Class = BS01]

Defect Class Description

Bus electronic display damaged; cracked screen or electrical malfunction.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	Damaged / Not Working BED8				Exposed Electrical Wires

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	Damaged / Not Working BED8				Exposed Electrical Wires

BED8 – refer to Passenger Transport Unit (PTU)

Additional Information – Characteristics

Bus stop user Volume?	Quiet	Busy	Very busy
Working	Yes	No	
Damaged screen	A few cracks which don't effect reading	Partially readable	Can't read it

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Assess & Decide Strategy	BEW1
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 - 1	n/a	n/a	BED8 – refer to Passenger Transport Unit (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	Refer to HCC
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	Refer to HCC
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

BUS SHELTERS AND BUS STOPS – BUS ELECTRONIC JOURNEY PLANNER DAMAGED

[Defect Class = BS02]

Defect Class Description

Journey planner screen cracked or broken, has electronic malfunctions.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	Damaged / Not Working BJP8				Exposed Electrical Wires

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	Damaged / Not Working BJP8				Exposed Electrical Wires

BJP8 – refer to Passenger Transport Unit (PTU)

Additional Information – Characteristics

Bus stop user Volume?	Quiet	Busy	Very busy
Working	Yes	No	
Damaged screen	A few cracks which don't effect reading	Partially readable	Can't read it

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Assess & Decide Strategy	BEW1
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 - 1	n/a	n/a	BJP8 – refer to Passenger Transport Unit (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	Refer to HCC
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	Refer to HCC
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

BUS SHELTERS AND BUS STOPS – BUS STOP POLE LEANING OR DAMAGED

[Defect Class = BS04]

Defect Class Description

Bus stop sign pole defected, leaning or damaged from impact.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is it causing an obstruction?	No or Private Property BPL8				Yes – Road / Cycle Lane or Footway / Cycle Track

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
	No or Private Property BPL8			Road / Cycle Lane or Footway / Cycle Track	

BPL8 – refer to Passenger Transport Unit (PTU)

Additional Information – Characteristics

Bus stop user Volume?	Few	Busy
Deflection	<500mm	>500mm
Damaged or leaning	Damaged	Leaning
Condition	Sharp edges our of reach	Sharp edges

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	5 working days	Assess & Decide Strategy	BPL3
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 - 1	n/a	n/a	BPL8 – refer to Passenger Transport Unit (PTU)

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

BUS SHELTERS AND BUS STOPS – BUS STOP SIGN MISSING OR DAMAGED

[Defect Class = BS05]

Defect Class Description

Bus stop sign has noticeable damage or is missing.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Status	Damaged or Missing BSM8				

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	SELECT BSM8				

BSM8 – refer to Passenger Transport Unit (PTU)

Additional Information – Characteristics

Bus stop user Volume?	Quiet	Busy
Deflection	<100mm	>100mm
Legible?	Yea	No
Has flag/sign bent or come apart from its fixing?	Yes	No

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 - 1	n/a	n/a	BSM8 – refer to Passenger Transport Unit (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

BUS SHELTERS AND BUS STOPS – SEAT OR LIGHT DAMAGED

[Defect Class = BS06]

Defect Class Description

Bus seats or lighting damaged/missing.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What has been damaged?	Light Damaged Or Seats within the Bus Shelter BSL8	Seats not within the Bus Shelter – **Refer to District Borough Council**			

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	Light Damaged Or Seats within the Bus Shelter BSL8	Seats not within the Bus Shelter – **Refer to District Borough Council**			

BSL8 – refer to Passenger Transport Unit (PTU)

Additional Information – Characteristics

Bus stop user Volume?	Quiet	Busy
Missing components	Missing Seat	Missing Light Cover
Damaged components	Shattered Light and cover	Damaged Seat

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 - 1	n/a	n/a	BSL8 – refer to Passenger Transport Unit (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

BUS SHELTERS AND BUS STOPS – TIMETABLE MISSING OR DAMAGED

[Defect Class = BS07]

Defect Class Description

Bus timetable is missing or has been damaged.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	Missing or Damaged BIT8				

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	Missing or Damaged BIT8				

BIT8 – refer to Passenger Transport Unit (PTU)

Additional Information – Characteristics

Bus stop user Volume?	Quiet	Busy
Missing/Damaged components	Missing timetable	Frame damaged

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 - 1	n/a	n/a	BIT8 – refer to Passenger Transport Unit (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

BUS SHELTERS AND BUS STOPS – SHELTER DAMAGED

[Defect Class = BS08]

Defect Class Description

Bus shelter had been damaged.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is there shattered glass or plastic?				No	Yes

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	No Shattered Glass or Plastic AND **Shelter Structure not Damaged** BSD8			No Shattered Glass or Plastic BUT **Shelter Structure is damaged**	Shattered Glass or Plastic

Additional Information – Characteristics

Bus stop user Volume?	Quiet	Busy

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	24hr	Assess & Decide Strategy	BSD2
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 - 1	n/a	n/a	BSD8 – refer to Passenger Transport Unit (PTU)

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FLOODING AND DRAINAGE – PROPERTY DAMAGED BY FLOODING

[Defect Class = FL01]

Defect Class Description

Flooded highway causing damage to adjacent property(s)

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Part of the property flooded			Garden	Out Building	House

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is the water coming from the Highway Land	**NO** – Refer to Local Flood Authority				Yes

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	DPD1
Category 1	20	24 hr	Assess & Decide Strategy	DPD2
	15 - 16	5 working days	Assess & Decide Strategy	DPD3
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	DPD 8 – refer to local flood authority team

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier
Water not coming from road	Refer to Enforcement PDM

*to be ascertained from Location Information

FLOODING AND DRAINAGE – ROAD FLOODED

[Defect Class = FL02]

Defect Class Description

An area of standing water on the trafficked part of a carriageway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is the Road flooded at the moment?		No			Yes

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is the Road flooded at the moment - **Yes**			Unclassified	B, C,	A
Is the Road flooded at the moment - **No**		Unclassified	B, C	A	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	DCF1
Category 1	20	24hr	Assess & Decide Strategy	DCF2
	15 - 16	5 working days	Assess & Decide Strategy	DCF3
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	Assess & Decide Strategy	DCF6
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	DCF7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FLOODING & DRAINAGE – DITCH SILTED / OVERGROWN OR HEADWALL DAMAGED

[Defect Class = FL03]

Defect Class Description

Ditch headwall damaged, collapsed or silted and overgrown.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is the problem with the ditch?		Ditch silted / overgrown	Headwall Minor	Headwall Major	Headwall Collapsed

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Headwall Damaged		SELECT			
Ditch silted / overgrown		Refer to Drainage Ditch / Grip Program			

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	DIT5
Category 2(M)	8 – 5	n/a	Assess & Decide Strategy	DIT6
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	DIT7 – Refer to Ditch / Grips Program as a follow up.

Refer to Ringway CAT 5 Operational Manager / HCC Asset Owner

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FLOODING & DRAINAGE – FOOTWAY FLOODED

[Defect Class = FL08]

Defect Class Description

An area of standing water on the trafficked part of a footway or cycleway.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is the footway passable?				Yes	No

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Footway hierarchy	Footway Passable - **YES**		Cat 3/4/5	Cat 2	Cat 1

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	DFL1
Category 1	20	24hr	Assess & Decide Strategy	DFL2
	15 - 16	5 working days	Assess & Decide Strategy	DFL3
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	DFL7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FLOODING AND DRAINAGE – BLOCKED GULLY OR DRAIN

[Defect Class = FL09]

Defect Class Description

Gully blocked, filled with silt / dirt / leaves.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	Blocked Gully				

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	Blocked Gully –Message on website.				

Defect has been noted – dealt with under cyclical maintenance

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	**DGB8** – This should go to DSA to populate a blocked gully list.

Cyclical Dig Out List

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

FLOODING AND DRAINAGE – SUBWAY FLOODED

[Defect Class = FL12]

Defect Class Description

An area of standing water on the trafficked part of a subway.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is subway passable?			Yes		No

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Subway flooded					Select

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	DSF1
Category 1	20	n/a	n/a	
	15 - 16	5 working days	Assess & Decide Strategy	DSF3
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FLOODING AND DRAINAGE – VERGE GRIPS BLOCKED

[Defect Class = FL13]

Defect Class Description

The verge grips have been blocked from allowing flow into the ditch.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	SELECT				

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	Refer to Drainage Ditch / Grip Program				

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	**DVL7** – This will be used to populate a ditch clearance program.

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

FLOODING AND DRAINAGE – PEDESTRIAN BEING SPLASHED WITH FLOOD WATER

[Defect Class = FL14]

Defect Class Description

Pedestrian is being splashed with water due to footway / carriageway being flooded.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	Flood water draining away – no response			Road / Footway causing splash on pedestrians	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
probability	Flood water draining away – no response		Cat 3/4/5		Cat 1/2

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	24hr	Assess & Decide Strategy	DPS2
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	DPS5
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – HIGHWAY STEPS DAMAGED

[Defect Class = FV02]

Defect Class Description

Any steps damaged, (cracked, chipped etc) or slabs missing.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Extent of Damage				Minor	Major

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Category of Footway (Minor)			Cat 4/5	Cat 3 OR Cat 2	Cat 1
Category of Footway (Major)			Signs, cones and/or Barrier around damage - YES		Signs, cones and/or Barrier around damage- NO

Minor – small cracking or chipped.
Major – large cracking, broken, loose or rocking, step missing.

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	FSD1
Category 1	20	n/a	5 working days	FSD3
	15 – 16	n/a	20 working days	FSD4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	FSD5
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – IRONWORK (GULLYS, MANHOLES ETC) MISSING OR BROKEN OR LOOSE

[Defect Class = FV03]

Defect Class Description

A manhole cover, gully grate or other ironwork in the footway or verge of any class that is defective or missing.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Characteristic		Loose OR Rocking		Broken OR Damaged	Collapsed OR Missing

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Collapsed or Missing			Signs, cones and/or Barrier around damage- YES		Signs, cones and/or Barrier around damage- NO
Broken or Damaged		Cat 4/5	Cat 2/3	Cat 1	
Loose or Rocking		Cat 4/5	Cat 3	Cat 2	Cat 1

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	FCD1
Category 1	20	n/a	n/a	
	15 – 16	n/a	20 Working Days	FCD4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	FCD5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	FCD6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	FCD7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – IRONWORK (GULLYS, MANHOLES ETC) SUNKEN

[Defect Class = FV04]

Defect Class Description

A manhole cover, gully grate or other ironwork in the trafficked surface of road sections of any class that has sunken relative to the surrounding footway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Depth		Less than 20mm	20-40 mm	More than 40 mm	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
> 40mm Category of Footway			Cat 4/5	Cat 2/3	Cat 1
20 – 40mm Category of Footway			Cat 4/5	Cat 3	Cat 1/2
< 20mm Category of Footway		Cat 4/5	Cat 3	Cat 2	Cat 1

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	5 working days	FCS3
	15 – 16	n/a	20 working days	FCS4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	FCS5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	FCS6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	FCS7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – MUD ON FOOTWAY / CYCLE TRACK

[Defect Class = FV05]

Defect Class Description

An area of slurry / mud on the footway/cycle track surface of any class.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is footway passable?		Yes			No

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Footway Passable		SELECT			
> 10m Category of Footway		Cat 3/4/5	Cat 2	Cat 1	
5 – 10m Category of Footway	Cat 4/5	Cat 2/3		Cat 1	
< 5m Category of Footway	Cat 4/5	Cat 1/2/3			

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	5 working days	FMD3
	15 – 16	n/a	20 working days	FMD4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	FMD5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	FMD6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	FMD7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor for Welwyn and Hatfield District (for other districts the District Council is responsible).
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor for Welwyn and Hatfield District (for other districts the District Council is responsible).
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – VERGE ENCROACHMENT ONTO FOOTWAY / CYCLE TRACK

[Defect Class = FV07]

Defect Class Description

Verge overgrown onto carriageway, causing limited carriageway space and/or surface runoff onto carriageway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
How much of the footway/cycle track is passable?			> 1.2m	< 1.2m	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
> 1.2m			Select		
< 1.2m Category of Footway			Cat 4/5	Cat 2/3	Cat 1

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	5 working days	FVE3
	15 – 16	n/a	20 working days	FVE4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	FVE5
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – ROUGH / UNEVEN / CRACKING SURFACE

[Defect Class = FV08]

Defect Class Description

Area of uneven road in the footway of any class. This may be the result of localised settlement or subsurface failure, or an area in which the surface has failed in several locations.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Length of Defect	< 5m	5 – 10m	> 10m		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
> 10m Category of Footway	Cat 4/5	Cat 3	Cat 2	Cat 1	
5 – 10 m Category of Footway	Cat 3/4/5		Cat 2		Cat 1
< 5m Category of Footway	Cat 4/5	Cat 3	Cat 2		Cat 1

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	FSU5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	FSU6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	FSU7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – SOFT VERGE DAMAGED/OVERRUN

[Defect Class = FV09]

Defect Class Description

Verge has been damaged from vehicular traffic and been overrun.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Stones on Verge		SELECT			
Ruts in Verge How deep is the rut?		< 100mm		> 100mm	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Stones on verge		SELECT			
Ruts in Verge		SELECT			

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	FVD6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	FVD7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – TRIP HAZARD

[Defect Class = FV10]

Defect Class Description

Trip hazard caused by a surface ridge, projection, sharp edge, gap, missing / rocking slab, or similar:

- on a footway surface,
- on a cycleway surface (that is separated from a carriageway),
- on a carriageway surface (where a footway or cycleway crosses at a pedestrian or signalled crossing).

(NOT obviously on a Utilities Trench or Service Box)

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Depth			< 20mm		>20 mm

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
< 20mm Deep Category of Footway	Cat 4/5	Cat 3	Cat 2	Cat 1	
> 20mm Deep Category of Footway			Cat 3/4/5	Cat 1/2	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	5 working days	FTP3
	15 – 16	n/a	20 working days	FTP4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	FTP5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	FTP6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	FTP7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – HAZARDOUS LEAVES ON FOOTWAY / CYCLE TRACK

[Defect Class = FV11]

Defect Class Description

An area leaves on the footway surface of any class

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Are leaves on a steps / steep incline	No				Yes

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Steps / Steep Incline - NO	Refer to **District Borough Council**				
Steps / Steep Incline - YES	Cat3/4/5 Refer to **District Borough Council**			Cat 1/2	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	5 working days	FLV3
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor for Welwyn and Hatfield District (for other districts the District Council is responsible).
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor for Welwyn and Hatfield District (for other districts the District Council is responsible).
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – UNSTABLE EMBANKMENTS / CUTTINGS

[Defect Class = FV12]

Defect Class Description

Unstable embankments/cuttings causing carriageway / footway / cycleway obstruction or damage

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact – Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Causing obstruction or damage					Causing Damage to Property OR Obstruction to carriageway / cycle way OR Obstruction to footway / cycle track

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Causing Damage To Property			Signs, Cones and/or Barrier around damage – YES		Signs, Cones and/or Barrier around damage - NO
Footway / Cycle Track			Signs, Cones and/or Barrier around damage – YES		Signs, Cones and/or Barrier around damage – NO
Carriageway / Cycle Way			Signs, Cones and/or Barrier around damage – YES		Signs, Cones and/or Barrier around damage - NO

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy (CAT 4 referral)	FUE1
Category 1	20	n/a	n/a	
	15 – 16	20 working days	Assess & Decide Strategy (CAT 4 referral)	FUE4
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

FOOTWAYS, CYCLETRACKS, VERGES AND EMBANKMENTS – DAMAGED SEATING

[Defect Class = FV13]

Defect Class Description

Street furniture seating for general public damaged.

Photo

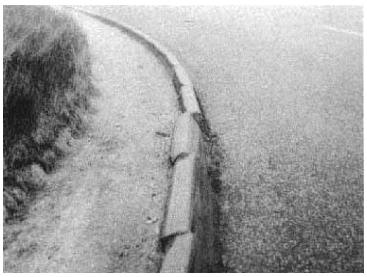
Permanent Remedy Responsibility Rules

Refer to district/borough council.

FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – DAMAGED OR MISSING KERB, EDGING OR CHANNEL

[Defect Class = KC01]

Defect Class Description



Unstable embankments/cuttings causing carriageway / footway / cycleway obstruction or damage

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact – Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is the kerb, edging or channel damaged or missing?				Damaged	Missing

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Missing				SELECT	
Damaged		Chipped		Cracked / Rocking	Shattered

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	5 working days	CKD3
	15 – 16	n/a	20 working days	CKD4
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CKD6
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

GRAFITTI –
GRAFFITI ON HIGHWAYS PROPERTY

[Defect Class = GR01]

Defect Class Description

Writing or drawings sprayed on highway property.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Racist or Offensive					SELECT
Not Racist or Offensive **Where is the graffiti?**	Private wall / Railway bridge			Road / footway / subway / footbridge / street furniture	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Racist or Offensive				SELECT	
Not Racist or Offensive **Is it obstructing road signs?**	No			Yes	
Private wall / Railway Bridge	**Refer to District Borough Council**				

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	24hr	Assess & Decide Strategy	GRA2
	15 – 16	20 working days	Assess & Decide Strategy	GRA4
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	GRA7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier
Private wall or Railway Bridge	Refer to District Borough Council

*to be ascertained from Location Information

GUARDRAILS, FENCING, UNLIT BOLLARDS AND – HIGHWAY FENCE / WALL DAMAGED OR MISSING

[Defect Class = FE02]

Defect Class Description

A damaged or missing section of highway fence/wall separating vehicular traffic or pedestrians from general areas such as retail parks, agricultural areas, housing etc.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is problem			Missing		Obstruction

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Missing Probability				SELECT	
Obstruction Probability				Footway	Carriageway

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	PKD1
Category 1	20	24hr	Assess & Decide Strategy	PKD2
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	PKD5
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

GUARDRAILS, FENCING, UNLIT BOLLARDS AND – PEDESTRIAN GUARDRAILS DAMAGED OR MISSING

[Defect Class = FE03]

Defect Class Description

A damaged or missing section of guardrail separating pedestrians from vehicular traffic

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is problem?			Missing		Obstruction OR Sharp Edges within Reach

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Obstruction				Obstruction to Footway / Cycle track	Obstruction to Road / Cycle Lane
Missing				SELECT	
Sharp Edges					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	PED1
Category 1	20	24hr	Assess & Decide Strategy	PED2
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	PED5
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

GUARDRAILS, FENCING, UNLIT BOLLARDS AND – PEDESTRIAN HANDRAILS DAMAGED OR MISSING

[Defect Class = FE04]

Defect Class Description

A damaged or missing section of pedestrian handrail.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is problem?			Missing		Obstruction OR Sharp Edges within Reach

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Obstruction				Obstruction to Footway / Cycle Track	Obstruction to Road / Cycle Lane
Missing				SELECT	
Sharp Edges Within Reach					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	PHR1
Category 1	20	24hr	Assess & Decide Strategy	PHR2
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	PHR5
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

GUARDRAILS, FENCING, UNLIT BOLLARDS AND – UNLIT BOLLARDS / POSTS DAMAGED OR MISSING

[Defect Class = FE05]

Defect Class Description

Rigid posts that can be arranged in a line to close a road or path to vehicles above a certain width or to separate traffic from pedestrians.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Damage			Leaning	Damaged or Missing	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Damaged or Missing			**No -** Signs, Cones and/or barriers around the damage		**Yes** - Signs, Cones and/or barriers around the damage
Leaning				SELECT	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	5 Working days	Assess & Decide Strategy	PUB3
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	PUB5
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

GUARDRAILS, FENCING, UNLIT BOLLARDS AND – ANIMAL FENCING DAMAGED OR VANDALIZED

[Defect Class = FE06]

Defect Class Description

Animal fencing adjacent to Highway to help prevent animals getting on highway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Damage				Damaged / Knocked over / Vandalized / Leaning	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	24hr	Assess & Decide Strategy	FAD2
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

HIGHWAY BRIDGES AND WALLS – BRIDGE / STRUCTURE DAMAGED OR UNSTABLE

[Defect Class = HB01]

Defect Class Description

Highway Bridge damaged from vehicular impact.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact					SELECT

Note: Damage to Road-Over-Rail Bridges - contact Network Rail Immediately

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability					SELECT

Additional Information – Characteristics

Structure Damaged	Retaining Wall	Gantry	Subway	Footway Bridge	Vehicle Bridge	Rail Bridge	Other
Part of structure damaged	Wall	Parapet	Railing	Barrier	Road or Footway	Overhead	
Damage - Metal	Dent, no deflection		Minor deflection, damaged mesh		Major deflection, Rail or post separation		
Damage - Concrete	Minor cracking and chips		Cracks and chips on supports. No displacement		Large cracks and chips on supports. Displacement		
Damage - Masonry	Minor cracking and chips		Cracks and chips on supports. No displacement		Large cracks and chips on supports. Displacement		

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	HBW1
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	HBW8

After Ringway have attended site and made safe, this code will be used, which will be monitored by the WCS Structures Team.

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways – Road-over-Road	HST Contractor
Road-Over-Railway	HST Contractor – **Contact Network Rail Immediately**
Road-Over-River	HST Contractor
Road-Over-Canal	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways – Road-over-road	HST Contractor
Road-over-Rail	Bridge owner (if HCC then HST)
Road-over-River	HST Contractor
Road-Over-Canal	Bridge Owner (if HCC then HST)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

LIGHTING/LIT FEATURES – BELISHA BEACON/CENTRAL ISLAND BEACON GLOBE DAMAGED OR DIRTY

[Defect Class = LT01]

Defect Class Description

Belisha beacon globe damaged (cracked or missing)

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Damage				Damaged	Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Compulsory Selection			Damaged		Exposed Wiring

Additional Information – Characteristics

Cracked	Missing	Dirty

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LBW1
		n/a	n/a	
Category 2	12	n/a	5 Working Days	LBD3

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – BELISHA BEACON/CENTRAL ISLAND BEACON KNOCKED DOWN OR LEANING

[Defect Class = LT02]

Defect Class Description

Belisha beacon knocked down or leaning

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Damage			Leaning		Knocked Down OR Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Knocked Down			Signs, cones and/or barriers around the damage - **YES**		Signs, cones and/or barriers around the damage - **NO**
Leaning				SELECT	
Exposed Wiring					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LBW1
		2hr	n/a	LBK1
Category 2	15,12	n/a	5 working days	LBK3

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES –
BELISHA BEACON / CENTRAL ISLAND BEACON OUT OR FLICKERING

[Defect Class = LT03]

Defect Class Description

Belisha beacon not working or flickering

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Status				SELECT	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability			SELECT		

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	n/a	n/a	
		n/a	n/a	
Category 2	12	n/a	5 working days	LBO3

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – CHRISTMAS LIGHTING FAULT OR DAMAGED

[Defect Class = LT04]

Defect Class Description

Seasonal lighting damaged, not working or causing an obstruction.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Damage/fault	Other Fault				Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	Other Fault – **Refer to District Borough Council**				Exposed Electrical Wiring

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LXM1
		n/a	n/a	
Category 2	12	n/a	n/a	

All other non-electrocution hazards are referred to the District Borough Council.

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	District Council Responsibility unless Electrocution Risk where HST Contractors Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	District Council Responsibility unless Electrocution Risk where HST Contractors Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – SIGN LIGHT LENS DAMAGED OR DIRTY

[Defect Class = LT06]

Defect Class Description

Lens damaged (cracked/shattered) or accumulated significant dirt.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Damage/fault				Cracked / Dirty / Shattered	Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability			SELECT		Exposed Electrical Wiring

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
		n/a	n/a	
Category 2	12	n/a	20 working days	LSB4

All other non-electrocution hazards are referred to the District Borough Council.

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	District Council Responsibility unless Electrocution Risk where HST Contractors Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	District Council Responsibility unless Electrocution Risk where HST Contractors Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – STREET LIGHT LENS DAMAGED OR DIRTY

[Defect Class = LT07]

Defect Class Description

Lens damaged (cracked / shattered) or accumulated significant dirt.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is problem with lens?			Shattered (bulb exposure), Cracked, Dirty		Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Damaged				Shattered (bulb exposure), Cracked, Dirty	Exposed Electrical Wiring

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LCW1
		n/a	n/a	
Category 2	12	n/a	20 working days	LCB4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING / LIT FEATURES – LIT BOLLARD DAMAGED OR MISSING

[Defect Class = LT08]

Defect Class Description

An illuminated traffic bollard in the road which has the function of a traffic sign.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Characteristic				Shell Damaged OR Shell Missing	Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
Shell Damaged OR Missing			Barriers around the works		No barriers around work

Additional Information – Characteristics

Have other assets been damaged?	Yes (i.e. central island, beacon)	No

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LLW1
	20	24hr	n/a	LLD2
Category 2	12	n/a	20 working days	LLD4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – LIT BOLLARD OUT OR FLICKERING

[Defect Class = LT09]

Defect Class Description

An illuminated traffic bollard in the road which has the function of a traffic sign.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Characteristic				Lit bollard out OR Flickering	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Selection			SELECT		

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	n/a	n/a	
		n/a	n/a	
Category 2	12	n/a	20 working days	LLO4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – SIGN LIGHT DOOR DAMAGED OR MISSING OR OPEN

[Defect Class = LT10]

Defect Class Description

Accessible door to the light electronics missing or open exposing to public.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is the problem with the door?				Damaged	Exposed Electrical Wiring OR Missing/Open

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability			Damaged		Exposed Electrical Wiring OR Missing/Open

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
		2hr	n/a	LSD1
Category 2	12	n/a	20 working days	LSD4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – SIGN LIGHT MISSING

[Defect Class = LT12]

Defect Class Description

Sign light itself missing or entire sign and pole missing along with it.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	2	3	4	5
Sign Importance			SELECT		Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Route Speed Limit				SELECT	Exposed Electrical Wiring

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
		n/a	n/a	
Category 2	12	n/a	Assess & Decide Strategy	LSM4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – STREET LIGHT DOOR DAMAGED OR MISSING OR OPEN

[Defect Class = LT13]

Defect Class Description

Access door to the light electronics missing or open exposing electrics to the public.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Defect Response Standards

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is the problem with the door?				Damaged	Exposed Electrical Wiring OR Missing/Open

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability			Damaged		Exposed Electrical Wiring OR Missing/Open

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LCW1
		2hr	n/a	LCD2
Category 2	12	n/a	20 working days	LCD4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – SIGN LIGHT ON DURING DAY

[Defect Class = LT14]

Defect Class Description

Light illuminating road sign turned on during the day.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
On during day			SELECT		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability				SELECT	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	n/a	n/a	
		n/a	n/a	
Category 2	12	n/a	20 working days	LSL4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

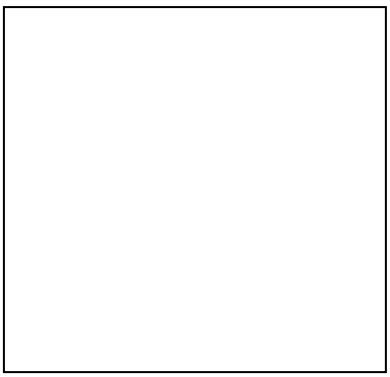
The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – SIGN LIGHT OUT OR FLICKERING

[Defect Class = LT16]



Defect Class Description

Light illuminating road sign out or flickering.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Characteristic			Flickering	Out	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability			Out	Flickering	

Additional Information – Characteristics

Time seen to be faulty	Sign light on: Midnight – 6am	Sign light off: Dusk - Midnight	Sign light off: 6am - Dawn

Sign Category	Other Information	Directions	Regulatory	Warning

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	n/a	n/a	
		n/a	n/a	
Category 2	12	n/a	20 working days	LSO4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – SIGN LIGHT KNOCKED DOWN OR LEANING

[Defect Class = LT17]

Defect Class Description

Light illuminating highway sign knocked down or leaning

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Extent of Damage				Leaning No Obstruction	Leaning Obstruction/Knocked Down OR Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Wiring Probability					SELECT
Leaning Is it causing an obstruction?			No		Yes
Knocked Down Probability					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
		2hr	n/a	LSK2
Category 2	12	n/a	20 working days	LSK4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – STREET LIGHT KNOCKED DOWN OR LEANING

[Defect Class = LT18]

Defect Class Description

Light illuminating highway leaning from original position.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Extent of Damage					Leaning OR Knocked Down OR Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Wiring					SELECT
Leaning			Causing an Obstruction - NO		Causing an Obstruction – NO
Knocked Down					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 1hr	n/a	LCW1
	25	2hr	n/a	LCK1
Category 2	12 , 15	n/a	20 working days	LCK4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – STREET LIGHT ON DURING DAY

[Defect Class = LT19]

Defect Class Description

Light illuminating highway turned on during the day.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Light on			SELECT		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability				SELECT	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	n/a	n/a	
		n/a	n/a	
Category 2	12	n/a	20 working days	LCL4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING / LIT FEATURES – STREET LIGHT OUT OR FLICKERING

[Defect Class = LT20]

Defect Class Description

A street light illuminating a road, footway or cycleway that has a broken or faulty lamp unit.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Single Light out/flickering Defect Characteristic			Flickering	Out	
Multiple lights out Possible UKPN fault			SELECT		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability			Out	Flickering	
Multiple Lights Out Probability				SELECT	

Additional Details – Characteristics

Time seen faulty	Midnight – 6am	Dusk – Midnight	6am - Dawn

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	n/a	n/a	
		n/a	n/a	
Category 2	12	n/a	20 working days	LCO4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – SUBWAY LIGHT DAMAGED OR DIRTY

[Defect Class = LT21]

Defect Class Description

Light illuminating subway damaged or dirty.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Damage			Dirty	Cracked	Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability			Cracked	Dirty	Exposed Electrical Wiring

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LUW1
		n/a	n/a	
Category 2	12	n/a	20 working days	LUD4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – SUBWAY LIGHT OUT OR FLICKERING

[Defect Class = LT22]

Defect Class Description

A street light illuminating a road, footway or cycleway that has a broken or faulty lamp unit.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Characteristic			Flickering	Out	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability			Out	Flickering	

Additional Information – Characteristics

Number of lights out	One	All lights

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	n/a	n/a	
		2hr	n/a	
Category 2	12	n/a	20 working days	LUO4

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – STREET LIGHT EQUIPMENT HANGING

[Defect Class = LT24]

Defect Scope Description

Lens cover / lamp hanging from a column, sign or subway light.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Wiring					SELECT
No Exposed Wiring					SELECT

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability					Exposed Electrical Wiring OR No Exposed Electrical Wiring

Additional Information – Characteristics

Extent of Damage	Only Lens Cover Hanging	Whole Lens/Lantern Hanging

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LCW1
		2hr	n/a	LCH1
Category 2	12	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – SIGN LIGHT EQUIPMENT HANGING

[Defect Class = LT25]

Defect Scope Description

Lens Cover/Lamp hanging from a column, sign or subway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
No Exposed Wiring					SELECT

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability					Exposed Electrical Wiring OR No Exposed Electrical Wiring

Additional Information – Characteristics

Extent of Damage	Only Lens Cover Hanging	Whole Lens/Lantern Hanging

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
		2hr	n/a	LSH1
Category 2	12	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

LIGHTING/LIT FEATURES – SUBWAY EQUIPMENT HANGING

[Defect Class = LT26]

Defect Scope Description

Lens cover / lamp hanging from a column, sign or subway.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
No Exposed Wiring					SELECT

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability					Exposed Electrical Wiring OR No Exposed Electrical Wiring

Additional Information – Characteristics

Extent of Damage	Only Lens Cover Hanging	Whole Lens/Lantern Hanging

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LCW1
		2hr	n/a	LUH1
Category 2	12	n/a	Assess & Decide Strategy	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

OBSTRUCTION / ENCROACHMENT – SIGN ILLEGALLY PLACED ON HIGHWAY

[Defect Class = OB01]

Defect Class Description

Unauthorised posters/signs, advertising events/company's, placed on highway street furniture.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is it racist or offensive?				No	Yes

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Racist/Offensive Probability				SELECT	
Not Racist/Offensive Probability		No Obstruction		Obstructing Sign / Forward Visibility	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	5 working days	OAV2
	15 - 16	n/a	20 working days	OAV3
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	Assess & Decide Strategy	OAV6
Category 2(L)	4 – 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

OBSTRUCTION/ENCROACHMENT – SPILLAGE, DEBRIS OR SHED LOADS
[Defect Class = OB02]

Defect Class Description

Spillage debris or shed loads causing an obstruction on the highway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Edge of Road Characteristics					SELECT
Centre of Road Characteristics					SELECT

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	OSL1
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

OBSTRUCTION/ENCROACHMENT –
FLY TIPPING ON ROAD
[Defect Class = OB05]

Defect Class Description

Intentionally throwing waste off a vehicle on the carriageway.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is it causing an obstruction?	No				Yes

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
No Obstruction	Refer to **District Borough Council**				
Obstruction **Road Classification**				Unclassified	A, B, C

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

OBSTRUCTION / ENCROACHMENT – OBSTRUCTION ON ROAD / CYCLE LANE

[Defect Class = OB06]

Defect Class Description

General obstruction being caused on carriageway.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Route Aspects				Straight	Bend or close to junction or narrow road

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Edge of Road Road Classification		Unclassified	A, B, C		
On Wheel Tracks/Across Road Road Classification					A, B, C, Unclassified

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	OBC1
Category 1	20	24hr	Assess & Decide Strategy	OBC2
	15 - 16	n/a	20 working days	OBC4
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	OBC5
Category 2(M)	8 – 5	n/a	Assess & Decide Strategy	OBC6
Category 2(L)	4 – 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

OBSTRUCTION/ENCROACHMENT – OBSTRUCTION ON FOOTWAY / CYCLE TRACK OR VERGE

[Defect Class = OB07]

Defect Class Description

General obstruction being caused on footway/verge.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Position in footway/verge			Covering verge	Partially blocking footway	Blocking whole footway

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Category of Footway				Cat 1, 2, 3	Cat 4, 5

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	OBF1
Category 1	20	24hr	Assess & Decide Strategy	OBF2
	15 - 16	n/a	20 working days	OBF4
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	OBF5
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

OBSTRUCTION/ENCROACHMENT – DANGEROUS USE OF THE HIGHWAY (SKIPS, SCAFFOLD, BUILDING MATERIALS, SEATING ETC)
[Defect Class = OB11]

Defect Class Description

Highway being used for improper practice and unlicensed use (skips, scaffold, building materials, seating etc).

Photo

Permanent Remedy Responsibility Rules

Any unlicensed skips, scaffolding etc should be reported to the party responsible for taking care of this.

REFER TO ENFORCEMENT

CONFIRM CODE OHD8

PUBLIC RIGHTS OF WAY – PUBLIC RIGHT OF WAY BLOCKAGE

[Defect Class = PW01]

Defect Class Description

Blockage caused on a public right of way (footway/bridleway/bypass that the public have the right to walk along).

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	SELECT				

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	SELECT				

Additional Information

Problem with surface, vegetation, barrier or tree?	Tree	Vegetation	Barrier	Surface
Tree Is tree hanging over the path?	No		Yes	

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	n/a
Category 1	20	n/a	n/a	n/a
	15 - 16	n/a	n/a	n/a
Category 2(H)	12 - 9	n/a	n/a	n/a
Category 2(M)	8 – 5	n/a	n/a	n/a
Category 2(L)	4 – 1	n/a	n/a	RWB8 – refer to Public Rights of Way (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

PUBLIC RIGHTS OF WAY – PUBLIC RIGHTS OF WAY ENCROACHMENT

[Defect Class = PW02]

Defect Class Description

Public right of way (footway/bridleway/bypass that the public have the right to walk along) encroached from vegetation overgrowth.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	SELECT				

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	SELECT				

Additional Information

Encroachment	Crop	Vegetation	Wall	Fence

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	n/a
Category 1	20	n/a	n/a	n/a
	15 - 16	n/a	n/a	n/a
Category 2(H)	12 - 9	n/a	n/a	n/a
Category 2(M)	8 – 5	n/a	n/a	n/a
Category 2(L)	4 – 1	n/a	n/a	RWE8 – refer to Public Rights of Way (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

PUBLIC RIGHTS OF WAY –
PUBLIC RIGHTS OF WAY FLOODED

[Defect Class = PW03]

Defect Class Description

Public right of way (footway/bridleway/bypass that the public have the right to walk along) flooded.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	SELECT				

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	SELECT				

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	n/a
Category 1	20	n/a	n/a	n/a
	15 - 16	n/a	n/a	n/a
Category 2(H)	12 - 9	n/a	n/a	n/a
Category 2(M)	8 – 5	n/a	n/a	n/a
Category 2(L)	4 – 1	n/a	n/a	RWF8 – refer to Public Rights of Way (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

PUBLIC RIGHTS OF WAY – PUBLIC RIGHTS OF WAY GATE OR STILE DAMAGED

[Defect Class = PW04]

Defect Class Description

Public right of way (footway/bridleway/bypass that the public have the right to walk along) gate/stile damaged

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	SELECT				

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	SELECT				

Additional Information

Damage	Slightly damaged, missing parts.	Damaged and dysfunctional	Completely defected and causing an obstruction, sharp edges showing.
Foot / cycle Volume?	Quiet	Busy	Very busy
Vulnerable users?	Few	Moderate number	High number

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	n/a
Category 1	20	n/a	n/a	n/a
	15 - 16	n/a	n/a	n/a
Category 2(H)	12 - 9	n/a	n/a	n/a
Category 2(M)	8 – 5	n/a	n/a	n/a
Category 2(L)	4 – 1	n/a	n/a	RWG8 – refer to Public Rights of Way (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

PUBLIC RIGHTS OF WAY –
PUBLIC RIGHTS OF WAY STRUCTURE DAMAGED OR MISSING

[Defect Class = PW05]

Defect Class Description

Public right of way (footway/bridleway/bypass that the public have the right to walk along) damaged structure (bridge, culvert etc)

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact	SELECT				

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	SELECT				

Additional Information

Damage	Sign	Gate / Stile	Bridge

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	n/a
Category 1	20	n/a	n/a	n/a
	15 - 16	n/a	n/a	n/a
Category 2(H)	12 - 9	n/a	n/a	n/a
Category 2(M)	8 – 5	n/a	n/a	n/a
Category 2(L)	4 – 1	n/a	n/a	RWS8 – refer to Public Rights of Way (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

ROAD AND CYCLE LANE – ABRUPT LEVEL DIFFERENCE IN RUNNING SURFACE

[Defect Class = CW01]

Defect Class Description

A step in the trafficked surface of road sections of any class as a result of a defective patch, trench or similar - Usually occurring at a surface course joint. (NOT obviously Statutory Undertakers' ironwork)

Notes: For damaged / missing or sunken Statutory Undertakers' plant / covers use SU02

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Depth Road		< 50mm		50-100 mm	>100 mm
Defect Depth Designated Cycle Route		< 40mm		40-100 mm	>100 mm

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Classification of Road			Unclassified	Cat C	Cat A, B

Additional Information

Route Aspects	Straight	Gentle curve	Sweeping bend or close to junction or narrow road	Tight blind bend
Position on the Road / Cycle Lane	Edge	Road centre / lane line	On wheel tracks / across carriageway	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	CAL1
Category 1	20	n/a	5 working days	CAL3
	15 – 16	n/a	20 working days	CAL4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	CAL5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CAL6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLE LANE – MANHOLE OR GULLY COVER MISSING, DAMAGED OR LOOSE

[Defect Class = CW02]

Defect Class Description

A manhole cover, gully grate or other ironwork in the trafficked surface of any class road that is defective or missing.
(NOT obviously statutory undertakers' ironwork)

Notes: for damaged / missing or sunken statutory undertakers' plant / covers use SU01

For sunken ironwork see CW03.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is the cover causing a noise nuisance?					Yes - SELECT
What is the problem with the cover?		Loose or Rocking		Damaged or Broken	Collapsed or Missing

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Loose or Rocking			Unclassified	B,C	A
Damaged or Cracked		Unclassified	B, C	A	
Collapsed or Missing			Signs, cones and/or Barrier around damage- YES		Signs, cones and/or Barrier around damage- NO
Causing a Noise Nuisance				SELECT	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	CCD1
Category 1	20	n/a	5 working days	CCD3
	15 – 16	n/a	20 working days	CCD4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	CCD5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CCD6
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLE LANE – MANHOLE OR GULLY COVER SUNKEN

[Defect Class = CW03]

Defect Class Description

A manhole cover, gully grate or other ironwork in the trafficked surface of road sections of any class that has sunken relative to the surrounding carriageway. (NOT obviously Statutory Undertakers' ironwork)

Notes: For damaged / missing or sunken Statutory Undertakers' plant / covers use SU01

For loose, broken, or missing ironwork see CW02.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Depth Road		< 50mm	50-100 mm	>100 mm	
Defect Depth Designated Cycle Route		< 40mm	40-100 mm	>100 mm	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
< 40mm Road OR **< 50mm** Designated Cycle Route				Unclassified	A,B,C
40 – 100mm Road OR **50 - 100mm** Designated Cycle Route				Unclassified	A, B, C
> 100mm Road OR Designated Cycle Route			Unclassified	B, C	A

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	5 working days	CCS3
	15 – 16	n/a	20 working days	CCS4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	CCS5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CCS6
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLELANE – CRACK IN SURFACE

[Defect Class = CW04]

Defect Class Description

Area of surface cracking in the trafficked surface of any class road

Notes: For damaged / missing or sunken Statutory Undertakers' plant / covers use SU01

For loose, broken, or missing ironwork see CW02.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Width		Less than 10mm			Greater than 10mm

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Less than 10mm Road Classification	Unclassified		B, C		A
Greater than 10mm				SELECT	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	5 working days	CCR3
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	CCR5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CCR6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CCR7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLELANE – MUD ON ROAD OR CYCLE LANE

[Defect Class = CW05]

Defect Class Description

An area of slurry/mud in the trafficked surface of road sections of any class.

Notes: See section Defects Response Standards for situation where the defect is clearly the result of the activities of land owners or occupiers adjacent to the Highway.

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Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Straight Section How widespread is the mud		< 2m		> 2m	
Bend or Junction How widespread is the mud		< 2m			> 2m

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Straight Section < 2 m	Unclassified	B, C	A		
Bend or Junction < 2 m		Unclassified	B, C	A	
Straight Section > 2 m				Unclassified, B, C	A
Bend or Junction > 2 m			Unclassified	B, C	A

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	2 hr	CMD1
Category 1	20	n/a	5 working days	CMD3
	15 – 16	n/a	20 working days	CMD4
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CMD6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CMD7

Hazard Mitigation Responsibility Rules
The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor for Welwyn and Hatfield District (for other districts the District Council is responsible).
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier
Adjacent Land	Adjacent Landowner / Occupier**

*to be ascertained from Location Information
** in severe cases the HST Contractor may have to carry out Hazard Mitigation

Permanent Remedy Responsibility Rules
The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor for Welwyn and Hatfield District (for other districts the District Council is responsible).
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier
Adjacent Land	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLE LANE – POTHOLE

[Defect Class = CW06]

Defect Class Description

Pothole located in the surface of a road.
(NOT obviously on a utilities trench.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
< 40 / 50mm deep How wide?	< 300 mm	> 300 mm			
40 / 50 – 100 mm deep How wide?				< 300 mm	> 300 mm
> 100 mm deep How wide?				SELECT	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
< 50mm deep Road OR **< 40mm deep** Designated Cycle Route			Unclassified	B, C	A
< 300 mm wide **40 – 100 mm deep** Road OR **50 – 100 mm deep** Designated Cycle Route				Unclassified, A, B, C	
> 300 mm wide **40 – 100 mm deep** Road OR **50 – 100 mm deep** Designated Cycle Route			Unclassified	A, B, C	
> 100 mm deep Carriageway Classification				Unclassified	A, B, C

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	5 working days	CPH3
	15 – 16	n/a	20 working days	CPH4
Category 2(H)	9 – 12	n/a	n/a	CPH5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CPH6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CPH7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLE LANE– ROADWORK SIGNS AND BARRIERS

[Defect Class = CW07]

Defect Class Description

Road works signs / barriers not guarding road works or causing an obstruction (fallen down, left behind etc).

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Causing an obstruction				Yes – Obstruction to Footway / Private Access	Yes – Obstruction to Carriageway
Not causing obstruction Signs Missing				Works Complete	Works Not Complete

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Causing Obstruction Carriageway				Unclassified	A, B, C
Causing Obstruction Footway / Private Access					SELECT
Works not complete Signs Missing				SELECT	
Works complete Signs not Missing	Utility/Not Known				HCC / Ringway

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	2 hr	CRW1
Category 1	20	n/a	24 hr	CRW2
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CRW8

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLE LANE – ROUGH, UNEVEN OR CRAZING SURFACE

[Defect Class = CW08]

Defect Class Description - ROUGH OR UNEVEN ROAD SURFACE

Area of uneven road in the trafficked area of road sections of any class. This may be the result of localised settlement or subsurface failure, or an area in which the surface has failed in several locations.

Note: For individual potholes use CW06 and for individual abrupt steps in the carriageway (e.g. failed trench) use CW01

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Length of uneven road surface		Less than 10 m		Greater than 10 m	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Less than 10 m Road Classification		Unclassified	B, C	A	
Greater than 10 m Road Classification		Unclassified	A, B, C		

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	RSU5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	RSU6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	RSU7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLE LANE– SLIPPERY SURFACE – NOT LEAVES, ICE OR SNOW (WORN SURFACE / TEXTURE)

[Defect Class = CW09]

Defect Class Description

Road surface has become slippery, NOT caused by water, spillage, leaves, ice or snow.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Length of uneven road surface		Less than 10 m		Greater than 10 m	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Less than 10 m Road Classification		Unclassified	B, C	A	
Greater than 10 m Road Classification		Unclassified	A, B, C		

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	CSS5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CSS6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CSS7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLE LANE –
ROAD TRAFFIC INCIDENT (SPILLAGE, SURFACE DAMAGE BY FIRE ETC)
[Defect Class = CW10]

Defect Class Description

Road has been damaged / contaminated by a road traffic incident, which could include spillage or damage by fire.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact					SELECT

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Fire					SELECT
Spillage					SELECT
Road Traffic Incident					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess and Decide Strategy	CFS1
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLE LANE – ROAD MARKINGS MISSING OR FADED

[Defect Class = CW11]

Defect Class Description

Road markings are either missing in part or whole, or have been worn away.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Type of road markings faded or missing	Disable Parking Bay, Yellow Waiting Restriction **Refer to District Borough Council**	Centre, Edge, Other	Junction Give way, Slow, Keep Clear		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Road Classification		SELECT			

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CRM6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CRM7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

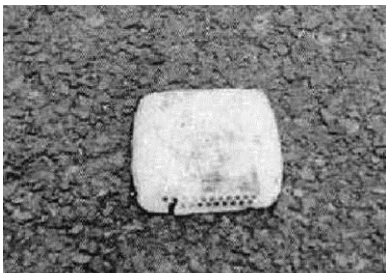
*to be ascertained from Location Information

ROAD AND CYCLE LANE–
STUDS / CATSEYES MISSING OR DAMAGED

[Defect Class = CW12]

Defect Class Description

Road studs/cat's-eyes missing or damaged.



Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact		SELECT			

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Missing / Damaged from Pedestrian Crossing		SELECT			
Missing / Damaged from Edge of Roads		SELECT			
Missing / Damaged from Centre of Road		SELECT			

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CSD7

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLE LANE–
SAFETY BARRIERS DAMAGED OR MISSING

[Defect Class = CW13]

Defect Class Description

Safety barrier damaged (from vehicular impact) or completely missing

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Causing an obstruction carriageway / footway					SELECT
Not Causing an obstruction				Damaged	Knocked Down

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Causing Obstruction					SELECT
Knocked Down Road Classification			Unclassified B, C		Dual Carriageway or A
Damaged Road Classification			Unclassified	Dual Carriageway or A , B & C	

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2 hr	Assess and Decide Strategy	CSF1
Category 1	20	n/a	n/a	
	15 – 16	n/a	20 working days	CSF4
Category 2(H)	9 – 12	n/a	Assess and Decide Strategy	CSF5
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

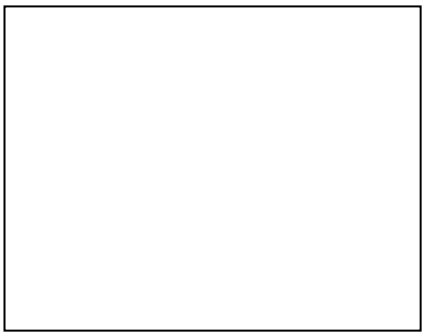
The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

ROAD AND CYCLE LANE – DAMAGED OR MISSING ROAD HUMP

[Defect Class = CW14]



Defect Scope Description

Missing or Damaged Traffic Calming Measure such as Chicane (build out) or Speed Humps.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is the type of Speed Hump			Tarmac / Brick Paved		Preformed Plastic

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Tarmac / Brick Paved					Section Missing
Preformed Plastic Speed Hump			Section Missing		Protruding connection from the carriageway

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2 hr	Assess and Decide Strategy	CSC1
Category 1	20	n/a	n/a	
	15 – 16	n/a	Assess and Decide Strategy	CSC4
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

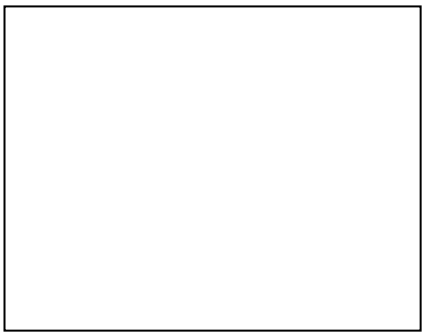
*to be ascertained from Location Information

ROAD AND CYCLE LANE – LARGE VOID (SINK HOLE - NOT A SOFT SPOT / POTHOLE)

[Defect Class = CW15]

Defect Scope Description

Sink Hole which is obviously not a pot hole / uneven surface. These should be picked up under faults CW06 & CW08. There should be clear excessive depreciation in the ground to trigger this fault.



Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Large Void Impact					SELECT

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Large depreciation in the ground e.g. depth > 150mm & diameter >300mm	No – Report as other fault type CW06 0r CW08				Yes

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2 hr	Assess and Decide Strategy	CSH1
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	**Hazard Mitigation Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	**Permanent Remedy Responsibility**
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

STREET EQUIPMENT – FLASHING SPEED SIGN DAMAGED

[Defect Class = SE01]

Defect Class Description

Flashing sign warning vehicular traffic of speed limit.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is problem with sign?			Not Working (Minor Damage)		Knocked Down / Leaning OR Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Wiring Probability					SELECT
No Exposed Wiring Probability					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	n/a	SFW1
Emergency	25	2hr	n/a	SFS1
Urgent	20	n/a	n/a	
Special Maintenance	15	24hr	n/a	SFS3
General Maintenance	10	n/a	n/a	
Special Maintenance	5	n/a	n/a	
Special Maintenance	1	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

STREET EQUIPMENT – SAFETY CAMERA DAMAGED

[Defect Class = SE02]

Defect Class Description

Camera that measures on going traffic speeds.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Extent of damage	Minor				Knocked Down OR Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Wiring Probability					SELECT
No Exposed Wiring Probability					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Assess and Decide Strategy	TSW1
Emergency	25	2hr	Assess and Decide Strategy	TCD1
Category 1	20	n/a	n/a	
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	TCD8 – refer to Safety Camera Partnership

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

SIGNS AND STREET NAME PLATES – SIGN FACE DIRTY, DAMAGED / OBSCURED OR MISSING

[Defect Class = SI01]

Defect Class Description

Road sign face damaged, missing or dirty/obscured

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is problem with sign?	Dirty – but legible	Damaged / Obscured	Regulatory Sign - **Indicated on the next page.**		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Dirty – but legible				SELECT	
Damaged / Obscured**.**				SELECT	
Regulatory Sign **- Indicated on the next page.**				SELECT	

NOTE: Regulatory Sign is classified as on the next page.

601.1

602

606

610
Not including bollards

614

615

616

670
Terminal Signage (all limits)
i.e. Speed limit change

521

520

515

512

506.1

507.1

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	n/a	
Category 1	20	24 hr	n/a	
	15 – 16	n/a	7 or 14 days	
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	STO5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	STO6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	STO7

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

SIGNS AND STREET NAME PLATES – STREET NAME PLATE DAMAGED OR MISSING

[Defect Class = SI04]

Defect Class Description

Nameplate of street missing or damaged

Permanent Remedy Responsibility Rules

Refer this to the District / Borough council for repair / replacement.

SIGNS AND STREET NAME PLATES – UNLIT SIGN KNOCKED DOWN OR LEANING

[Defect Class = SI07]

Defect Class Description

Unlit road sign knocked down

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Is the sign causing an obstruction?		No		Yes – Footway / Cycle Track	Yes - Road / Cycle Lane

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability					SELECT

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess and Decide Strategy	SKD1
Category 1	20	24hr	Assess and Decide Strategy	SKD2
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	Assess and Decide Strategy	SKD5
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS – TRAFFIC SIGNALS TIMING PROBLEM

[Defect Class = TS01]

Defect Class Description

Part time signal timing continuing past peak times or out of sequence etc.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is the timing problem?		Lights out of sequence / Causing delay			Signals stuck

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability				Signals Stuck	Lights out of sequence / Causing delay

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Urgent	20	6hr	n/a	TST2
Special Maintenance	15	n/a	n/a	
General Maintenance	10	48hr	n/a	TST4
Special Maintenance	5	n/a	n/a	
Special Maintenance	1	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS – TEMPORARY ROADWORK TRAFFIC SIGNALS PROBLEM

[Defect Class = TS02]

Defect Class Description

Temporary traffic signal for roadwork's having a technical malfunction.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is the problem with the signals?	Not Ringway Signals			Lights out of sequence / causing a delay	Signals stuck / Not working

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability	Not Ringway Signals				SELECT

Primary Response Officers will investigate the reported defect and ascertain ownership of the temporary traffic signals. Dependent upon ownership, the response will either be in accordance to the reaction times and procedures below or will be passed to the NRSWA team for appropriate action.

Problems to temporary traffic signals, owned by Ringway, will be responded to by trained Ringway operatives.

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	2hr	TRW1
Category 1	20	n/a	24hr	TRW2
	15 – 16	n/a	n/a	
Category 2(H)	9 – 12	n/a	n/a	
Category 2(M)	5 – 8	n/a	n/a	
Category 2(L)	1 – 4	n/a	n/a	TRW8 – Once made safe, refer to NRSWA.

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS – TRAFFIC SIGNAL LIGHTS OUT
[Defect Class = TS03]

Defect Class Description

On or more traffic signal light(s) not working.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Which lights are not working?		Green or Amber light out		Red light out	All lights out

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact				All Lights out	Green or Amber OR Red light out

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Urgent	20	6hr	n/a	TSO2
Special Maintenance	15	n/a	n/a	
General Maintenance	10	48hr	n/a	TSO4
Special Maintenance	5	n/a	n/a	
Special Maintenance	1	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS – TRAFFIC SIGNALS KNOCKED DOWN OR DAMAGED
[Defect Class = TS04]

Defect Class Description

Traffic signals not working or damaged from vehicular impact, traffic signal deflected/cracked/light cover smashed.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
Is the traffic signal knocked down or damaged?					Knocked Down Or Damaged

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
Knocked Down					SELECT
Damaged	Not Causing an obstruction – No Action				Causing an obstruction

Additional Information – Characteristics

Damage	Light cover smashed	Traffic signal leaning
Is it causing an obstruction	No	Yes

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	n/a	TSW1
Emergency	25	2hr	n/a	TSD1
Urgent	20	n/a	n/a	
Special Maintenance	15	n/a	n/a	
General Maintenance	10	n/a	n/a	
Special Maintenance	5	n/a	n/a	
Special Maintenance	1	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS – TRAFFIC SIGNALS DIRTY OR OBSCURRED
[Defect Class = TS05]

Defect Class Description

Traffic signals dirty or obscured from any overgrown vegetation

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is the problem with traffic signal	Dirty signals				Signal Head Facing the Wrong Way OR Obscured Signal Head

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability		Obscured Signal Head			Signal Head Facing the Wrong Way

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	n/a	TSV1
Urgent	20	6hr	n/a	TSV2
Special Maintenance	15	n/a	n/a	
General Maintenance	10	48hr	n/a	TSV4
Special Maintenance	5	n/a	n/a	
Special Maintenance	1	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS – RISING BOLLARD DAMAGED
[Defect Class = SF04]

Defect Class Description

Bollards which are able to rise into position and lowered to allow / control vehicles passing over.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
Is the rising bollard causing an obstruction?	No		Yes		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
Probability					SELECT

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	n/a	TSW1
Emergency	25	2hr	n/a	
Urgent	20	n/a	n/a	
Special Maintenance	15	24hr	n/a	TRB3
General Maintenance	10	n/a	n/a	
Special Maintenance	5	n/a	72hr	TRB5
Special Maintenance	1	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS – CCTV/ANPR INSTALLATION DAMAGED

[Defect Class = CC02]

Defect Class Description

CCTV damaged, camera damage, pole damage etc from vehicular impact or vandalism.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
Knocked Down					SELECT
Other	Secure				Not Secure

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
Knocked Down					Select
Other	Secure				Not Secure

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	n/a	TSW1
Emergency	25	2hr	n/a	TCC1
Urgent	20	n/a	n/a	
Special Maintenance	15	n/a	n/a	
General Maintenance	10	n/a	n/a	
Special Maintenance	5	n/a	n/a	
Special Maintenance	1	n/a	7 day	TCC6

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor (HCC if camera damage)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor (HCC if camera damage)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS – VARIABLE MESSAGE SIGN (VMS) DAMAGED OR NOT FUNCTIONING
[Defect Class = SI09]

Defect Scope Description

Variable message sign board damaged or not functioning.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
Issue					Knocked down / Leaning

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Exposed Electrical Wiring					SELECT
Probability				Knocked down / Leaning – Not affecting traffic flow	Knocked down / Leaning – Affecting Traffic Flow

Defect Response Standards

The Defect Response Standards will be established in accordance with the following rules:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	n/a	SVW1
Emergency	25	2hr	n/a	SVM1
Urgent	20	24hr	n/a	SVM3
Special Maintenance	15	n/a	n/a	
General Maintenance	10	n/a	n/a	
Special Maintenance	5	n/a	n/a	
Special Maintenance	1	n/a	n/a	

Hazard Mitigation Responsibility Rules

The Hazard Mitigation Responsibility will be established in accordance with the following rules:

Location of Defect*	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

Permanent Remedy Responsibility Rules

The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

*to be ascertained from Location Information

TREES AND VEGETATION – VEGETATION OR GRASS CUTTING

[Defect Class = TV01]

Defect Class Description

Grass area on highway overgrown.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Affecting sightlines	No				Yes

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability		SELECT			

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VGC5
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	VGC7

Note 1: A new Defect is to be logged in accordance with this Defect Class Policy only if the HST Contractor considers that a Hazard Mitigation action may have a limited life justifying further planned defect response.

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Hazard Mitigation Policy

The HST Contractor should carry out a ‘permanent remedy’ wherever possible. The permanent repair should be carried out as soon as possible.

Permanent Remedy Responsibility Rules

As part of a planned program grass cutting will be completed.

TREES AND VEGETATION – HEDGE OVERGROWN

[Defect Class = TV02]

Defect Class Description

Highway hedge overgrown and encroaching upon footway/carriageway or obscuring sign.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What / Where is the overgrown hedge causing an obstruction?	Other – Signs / Traffic Signal			Road / Cycle Lane OR Footway / Cycle Track OR Passable – On Private Land	

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Other – Signs / Street Light / Traffic Signal	Log under appropriate fault				
Road / Cycle Lane			Passable – Not on Private Land		Not passable
Footway / Cycle Track			Passable – Not on Private Land		Not Passable
Passable – On Private Land	Ringway to send out the first letter.				

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	5 working days	Assess & Decide Strategy	VH03
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VH05
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	VHO7 – Ringway to send out the first letter.

After Ringway have contacted the resident the first time, if there is no action, refer to L&E - change confirm code to VH08

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

TREES AND VEGETATION – NOXIOUS WEEDS

[Defect Class = TV03]

Defect Class Description

Noxious weeds are those covered by the Weeds Act 1959 and Wildlife and Countryside Act 1981. The prescribed weeds are: Ragwort, Broad Leaved Dock, Curled Dock, Creeping Thistle, giant hogweed, Japanese knotweed, Himalayan balsam and Spear Thistle.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact			SELECT		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability				SELECT	

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VNW5
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

TREES & VEGETATION – TREE BRANCHES OVERHANGING

[Defect Class = TV04]

Defect Class Description

A tree or part of a tree that is overhanging the highway such that it represents a hazard or obstruction on or over the trafficked part of a carriageway, cycleway or footway.

Notes: See section Defects Response Standards for situation where the defect is clearly the responsibility of a land owner or occupier adjacent to the Highway.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Causing an obstruction?		Yes, to other – Street Light / Sign / Traffic Signal	No Obstruction	Yes, to Footway / Cycle Track	Yes, to Carriageway / Cycle Lane

** Safe clearance above a footway is 2.1m*
*** Safe clearance above a cycleway is 2.4m*
**** Safe clearance above a carriageway likely to carry large vehicles is 5.3m*

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Yes, to Carriageway / Cycle Lane					SELECT
Yes, to Footway / Cycle Track					SELECT
No Obstruction	On Private Property – Ringway to send out the first letter.			Not on Private Property	
Yes, to other – Street Light / Sign / Traffic Signal	Log under appropriate fault				

Defect Response Standards

Where the tree is clearly the responsibility of an adjacent land owner or occupier the HST Contractor is required to first identify the owner/occupier and notify them, in writing, of the defect. The HST Contractor may need to act to mitigate any hazard.

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2 hr	Assess & Decide Strategy	VT01
Category 1	20	5 Working Days	Assess & Decide Strategy	VT03
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VT05
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	VTO7 – Ringway to send out the first letter.

After Ringway have contacted the resident the first time, if there is no action, refer to L&E - change confirm code to VT08

Note 1: A new Defect is to be logged in accordance with this Defect Class Policy only if the HST Contractor considers that a Hazard Mitigation action may have a limited life justifying further planned defect response.

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

TREES AND VEGETATION – TREE DEAD, DISEASED OR DYING

[Defect Class = TV05]

Defect Class Description

Dead or dying tree with the possibility it falling and cause an obstruction.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
What is the problem with the tree?			Branch dead / diseased/ dying	Whole tree dead / diseased / dying	Immediate Danger

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability			Whole tree dead / diseased / dying	Branch dead / diseased / dying	Immediate Danger

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	VDD1
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VDD5
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

TREES & VEGETATION – TREE OR BRANCH FALLEN

[Defect Class = TV06]

Defect Class Description

A tree or part of a tree that has fallen onto the trafficked part of a carriageway, cycleway or footway.

Notes: See section Defects Response Standards for situation where the defect is clearly the responsibility of a land owner or occupier adjacent to the Highway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Obstruction Impact			No	Yes to footway / cycle track	Yes to road / cycle lane
Fallen on/Damaged Private Property Impact					SELECT

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Fallen on/Damaged Private Property Probability	Tree on Private Property – not within HCC Highways Remit				Tree not on Private Property
Obstruction Probability				No	Yes to road / cycle lane OR Yes to footway / cycle track

Defect Response Standards

Where the tree is clearly the responsibility of an adjacent land owner or occupier the HST Contractor is required to first identify the owner/occupier and notify them, in writing, of the defect. The HST Contractor may need to act to mitigate any hazard.

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	VTF1
Category 1	20	5 working days	Assess & Decide Strategy	VTF2
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VTF5
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	

Note 1: A new Defect is to be logged in accordance with this Defect Class Policy only if the HST Contractor considers that a Hazard Mitigation action may have a limited life justifying further planned defect response.

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

TREES AND VEGETATION – TREE OR ROOT ENCROACHMENT INTO PRIVATE PROPERTY

[Defect Class = TV07]

Defect Class Description

Tree or root on HCC owned highway encroaching adjacent property, causing roads rising or cracking and/or obstructions to the property.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Problem			SELECT		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability				SELECT	

Additional Information – Characteristics

Extent of encroachment	Tree root encroaching	Tree root sinking the path	Tree root raising path causing potential trip hazard

For this fault –it is usual for an insurance claim to come through (Following the DSA assessment and referral).

Once the claim has been established – HCC Asset Owner is to be contacted and provide confirmation of tree removal – with DSA included in all correspondence. Ringway to update CONFIRM

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VRE5
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

TREES AND VEGETATION – TREE OR ROOT ENCROACHMENT INTO HIGHWAY

[Defect Class = TV08]

Defect Class Description

Tree or root encroaching into highway, causing highway rising or cracking and/or obstructions to highway users.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Problem		Causing cracks	Abrupt level change in carriageway		Obstruction

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability					SELECT

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	2hr	Assess & Decide Strategy	VTE1
Category 1	20	n/a	n/a	
	15 - 16	n/a	20 working days	VTE4
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VTE5
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

TREES AND VEGETATION – WEED GROWTH ON FOOTWAY

[Defect Class = TV09]

Defect Class Description

Weed growth on footway causing cracks.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Impact			SELECT		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Category of Footway	Cat 4, 5	Cat 1, 2, 3			

Additional Information –Characteristics

Amount of weeds	Few weeds along path	Slightly dense area of weeds	Dense area causing cracks

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	Assess & Decide Strategy	VWG6
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	VWG7

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

UTILITIES –
DEFECTIVE PATCH OR TRENCH

[Defect Class = SU02]

Defect Class Description

A step in the trafficked surface of road sections of any class as a result of a defective patch, trench or similar that is obviously the responsibility of a Statutory Undertaker.

Note: If the defect is not the responsibility of a Statutory Undertaker or the ownership cannot be ascertained, use CW01

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Defect Type	Patch	Trench	Other		

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Road Classification	Unclassified	B, C	A		

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	NRSWA
Category 2(M)	8 – 5	n/a	n/a	NRSWA
Category 2(L)	4 – 1	n/a	n/a	NRSWA

Note 1: A new Defect is to be logged in accordance with this Defect Class Policy only if the HST Contractor considers that a Hazard Mitigation action may have a limited life justifying further planned defect response.

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

UTILITIES –
OVERHEAD WIRES/POLES DAMAGED OR UNSTABLE

[Defect Class = SU03]

Defect Class Description

Electricity pylons damaged or unstable.

Photo

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact – Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Status	Structurally stable but damaged.	In danger of falling			

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Compulsory Selection	SELECT				

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	n/a	NRSWA

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

WINTER SERVICE –
ICE AND SNOW ON ROAD OR FOOTWAY

[Defect Class = WS01]

Defect Class Description

Ice or snow located in the trafficked surface of footway.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Location				Footway	Road

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability					SELECT

Please Refer to Winter Service Plan

Road Priorities	
Priority Number	**Description**
Priority 1	Primary Roads
Priority 2(a)	Main Distributor Roads Secondary Distributor Roads Roads serving significant industrial areas and shopping centres
Priority 2(b)	Selected Scheduled Bus Routes (In general small buses have greater manoeuvrability than conventional double decker buses therefore their routes will not be singled out) One road to each village Urban cycleways open to mopeds where accessible to vehicle mounted or towed spreaders
Priority 3	Other roads with steep gradients in urban / residential areas Rural roads with poor drainage. Where the remainder of the road network running or standing water is a hazard
Priority 4	The remainder of the road network

WINTER SERVICE –
SALT BIN MISSING OR DAMAGED OR EMPTY

[Defect Class = WS04]

Defect Class Description

Salt storage bin empty and in need for refill, or missing from position / damaged.

Risk Characteristics

The Highway Inspector will take the following Defect Class Risk Characteristics into account as a guide when assessing the Defect Risk Rating of the Defect. Where these characteristics point to different risk levels, then the *average* of the most significant characteristics should be taken as the starting point for deciding the most suitable impact / probability levels. The Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Status	Empty	Missing OR Damaged			

Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	**2**	**3**	**4**	**5**
Probability		SELECT			

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	
Emergency	25	n/a	n/a	
Category 1	20	n/a	n/a	
	15 - 16	n/a	n/a	
Category 2(H)	12 - 9	n/a	n/a	
Category 2(M)	8 – 5	n/a	n/a	
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	WSB7

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier