

# **Hertfordshire County Council**

**Highways Service Term Contract**  
*Contract Ref: HCC1003710*

## **Defect Management Approach Schedule 15 – Enquiry Guidance Notes**

<b>Project Name:</b>	Schedule 15 – Enquiry Guidance Notes		
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<b>Owner:</b>	Hertfordshire County Council – Whole Client Service		
<b>Client:</b>	Hertfordshire County Council – Whole Client Service		
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*Note: This document is only valid on the day it was printed*

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### Revision History

#### **Date of next revision:**

Revision Date	Previous Revision Date	Summary of Changes	Changes Marked
11/07/2018	11/10/2017	Release of Version 3.1	
11/10/2017	30/03/2016	Release of Version 3.0	
30/03/2016	15/12/13	Release of Version 2.0	
15/12/2013		Release of Version 1.0	

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### Approvals

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

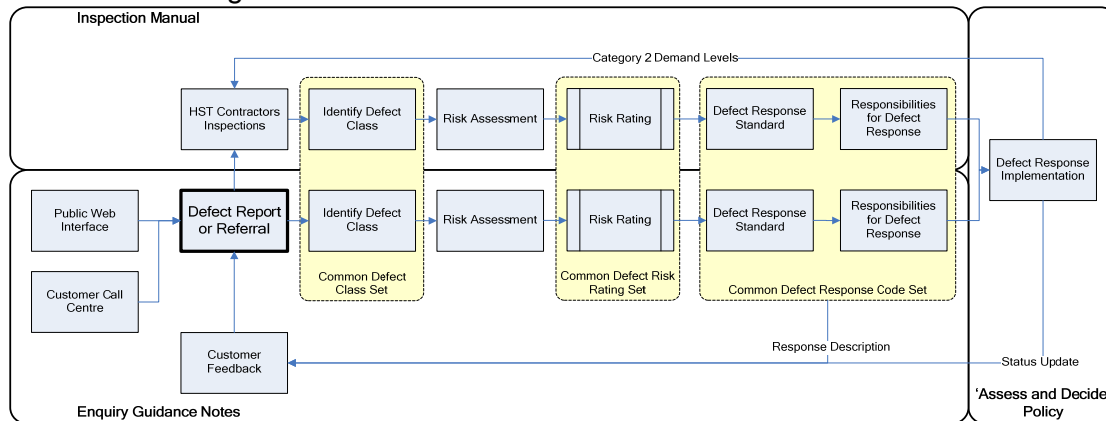
Name	Signature	Title	Date of Issue	Version
Rob Payne		Communication and Development Manager	11/07/2018	3.1
Peter Simpson		Senior Asset Manager & Team Leader	11/07/2018	3.1
Steve Crawford		Assistant Asset Manager and Document Owner	11/07/2018	3.1

**Index**

Index.....3  
1. Overview of Defect Management Approach .....4  
Appendix A –Defect Class Policy’s .....5

## 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. HCC's 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 highways 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.

The Defect Management Approach will be monitored and kept under regular review by designated responsible officers (HCC's Highways Senior Asset Manager), amended and enhanced on a periodic basis to keep up to date with current best practice and forms part of the programme of continuous improvements to Hertfordshire's Highway Fault Reporting system. These may be subject to periodic internal audit.

This document is the second of this series.

## Appendix A –Defect Class Policy's

### ANIMALS – DEFAULT ANIMAL

[Defect Class = AN00]

#### Defect Scope Description

Fault category to capture faults that may not be logged correctly into system.



#### Defect Specific Additional Details

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

#### Defect Response Standards

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

Defect Category	Defect Risk Rating	Defect Review and Assignment	Enquiry Subject Code
Defect Review Period	25	1 Working Day	AND1

#### Hazard Mitigation Responsibility Rules

n/a

#### Permanent Remedy Responsibility Rules

n/a

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

## ANIMALS – DEAD ANIMAL OFF ROAD

[Defect Class = AN01]

### Defect Scope Description

Dead animal(s) causing hazard off a road.



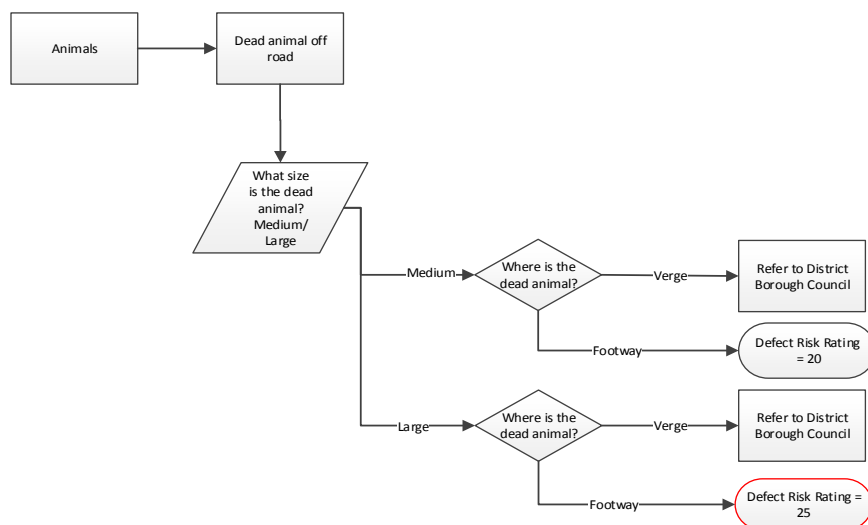
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What size is the dead animal? (Mandatory)	Medium e.g. cat, dog, badger, fox, swan
	Large e.g. horse, cow, deer
Where is the dead animal? (Mandatory)	Footway
	Verge

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	AOF1
Category 1	20	n/a	5 working days	AOF3
Referral	0	n/a	n/a	Refer to District/Borough

### 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

## ANIMALS – DEAD ANIMAL ON ROAD

[Defect Class = AN02]

### Defect Scope Description

Dead animal(s) causing hazard on a road.



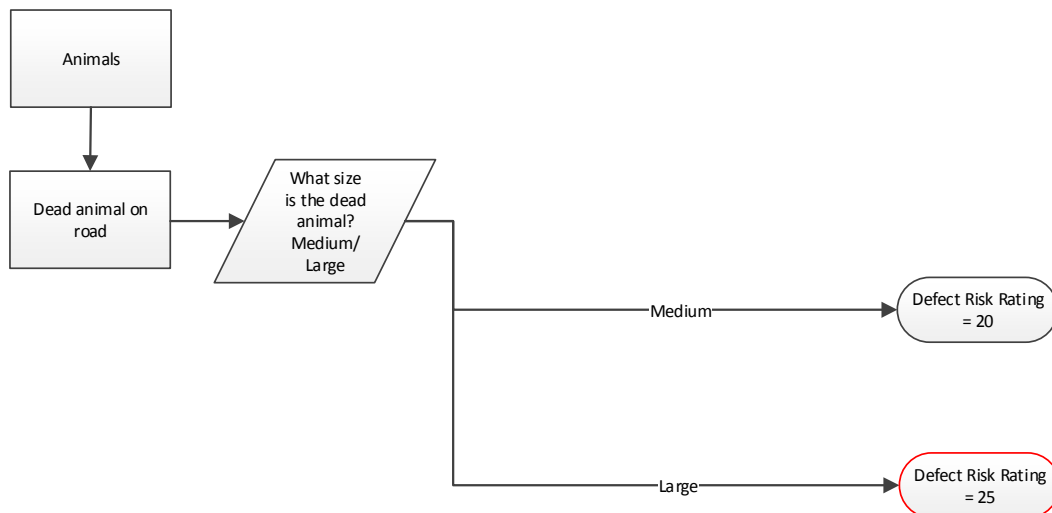
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What size is the dead animal? (Mandatory)	Medium e.g. cat, dog, badger, fox, swan
	Large e.g. horse, cow, deer, swan

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.





### 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	2hr	AON1
Category 1	20	n/a	5 working days	AON3

### 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

**ANIMALS –  
DOG OR HORSE FOUL**

[Defect Class = AN03]

**Defect Scope Description**

Dog or horse fouling on footway / verge.



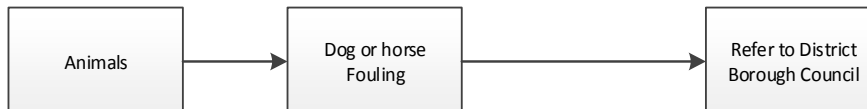
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Dog or horse fouling on footway / verge	Refer to District/Borough council

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



## ANIMALS – LIVE ANIMAL ON ROAD

[Defect Class = AN04]

### Defect Scope Description

Live animal(s) causing hazard on a highway.



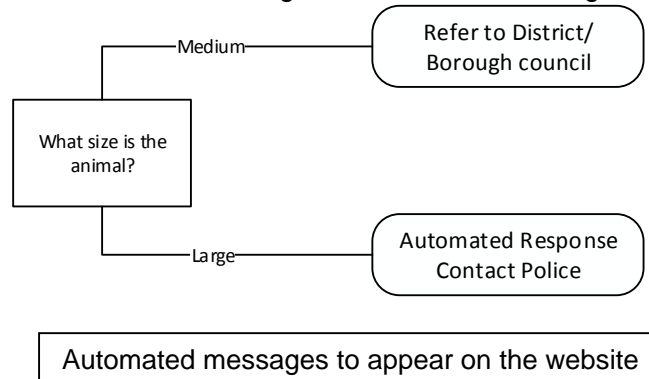
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What size is the animal? (Mandatory)	Medium e.g. cat, dog, badger, fox, swan
	Large e.g. horse, cow, deer

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.

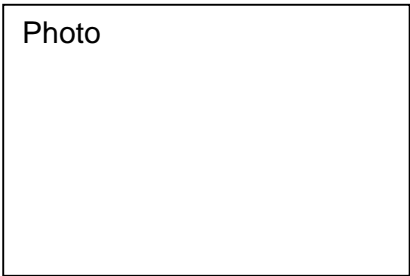


**ANIMALS –  
RABBIT INFESTATION ON FOOTWAY, VERGE OR ROAD**

[Defect Class = AN05]

**Defect Scope Description**

Rabbits polluting the highway area.

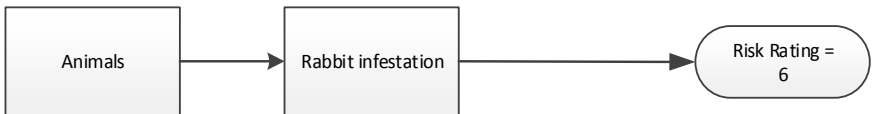


**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
Category 2(M)	8 – 5	n/a	Assess & Decide Strategy	ARI6

### 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 – DEFAULT BUS SHELTERS AND BUS STOPS**

[Defect Class = BS00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	BSB1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

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

\*to be ascertained from Location Information

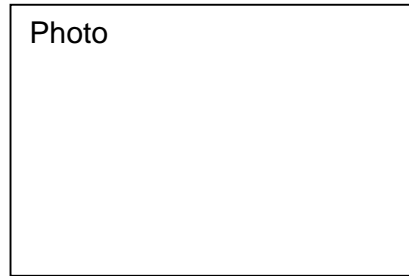
## BUS SHELTERS AND BUS STOPS – BUS ELECTRONIC DISPLAY SCREEN DAMAGED

[Defect Class = BS01]

### Defect Scope Description

Bus electronic display damaged; cracked screen or electrical malfunction.

Photo



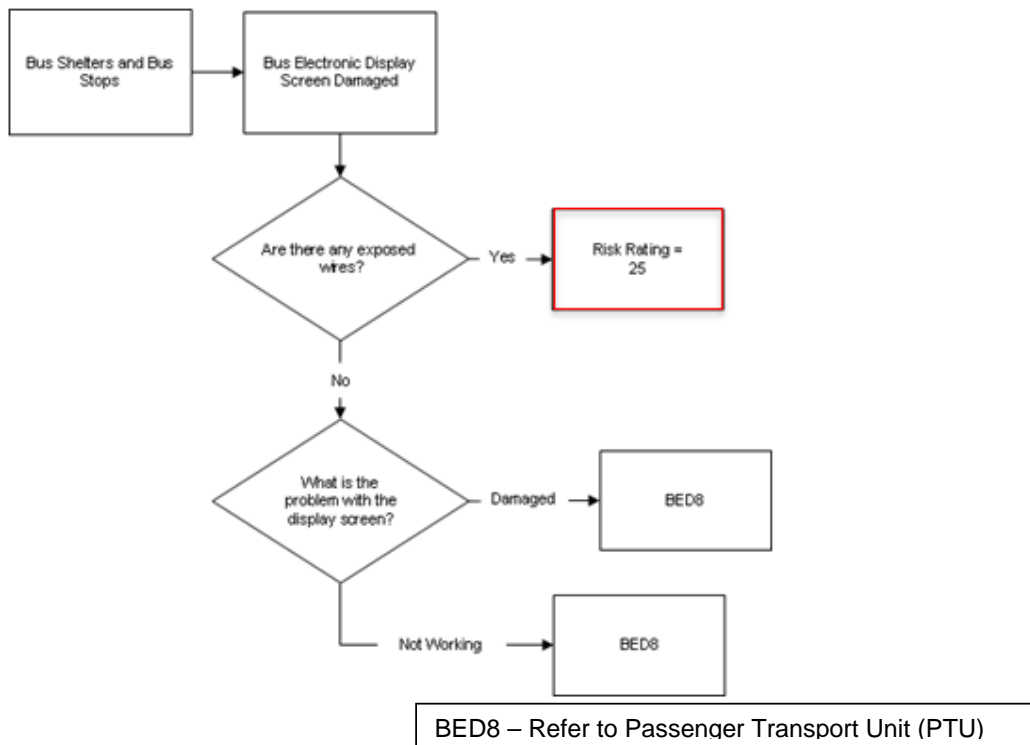
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Are there any exposed wires? (Mandatory)	Yes
	No
What is the problem with the display screen? (Mandatory)	Damaged
	Not working

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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 & Decide Strategy	BEW1
Referral	0	n/a	n/a	BED8 – 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 ELECTRONIC JOURNEY PLANNER DAMAGED

[Defect Class = BS02]

### Defect Scope Description

Journey planner screen cracked or broken, has electronic malfunctions.

Photo

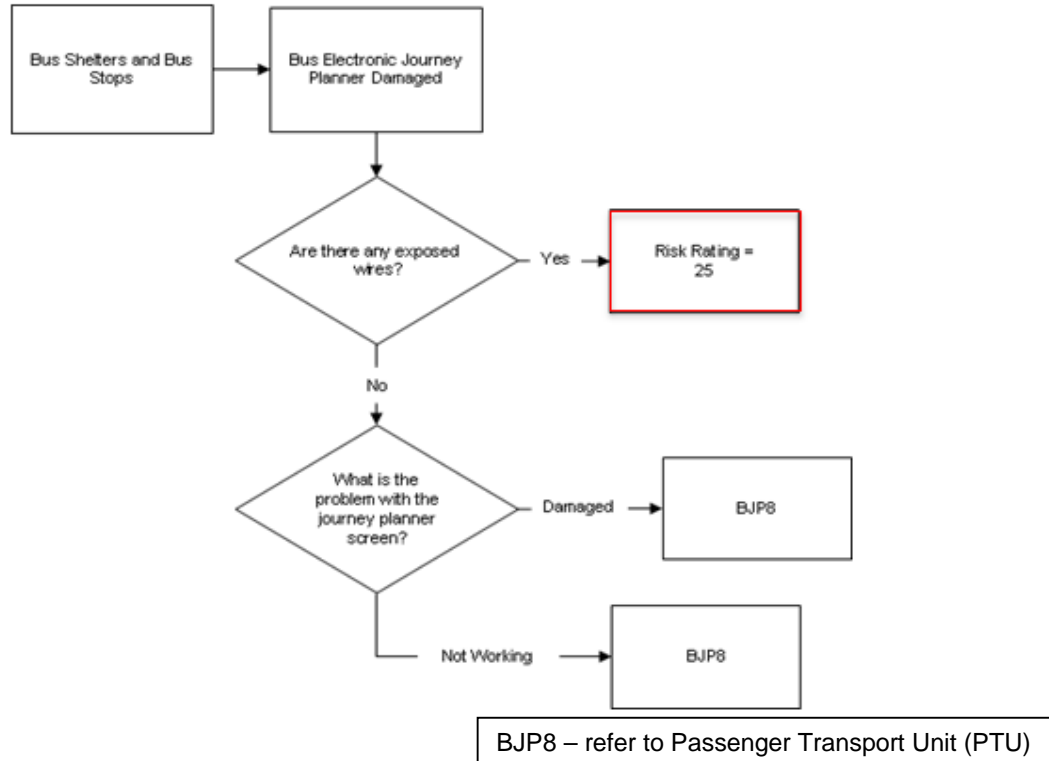
### Defect Specific Additional Details

The reporting person will be requested to supply following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Are there any exposed wires? (Mandatory)	Yes
	No
What is the problem with the journey planner screen? (Mandatory)	Damaged
	Not working

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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 & Decide Strategy	BEW1
Referral	0	n/a	n/a	BJP8 – 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

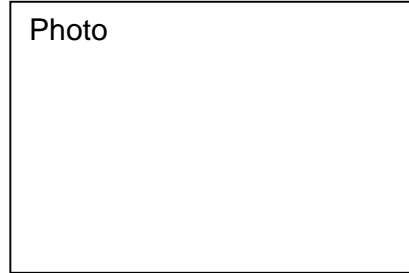
## **BUS SHELTERS AND BUS STOPS – BUS STOP POLE LEANING OR DAMAGED**

[Defect Class = BS04]

### **Defect Scope Description**

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

Photo



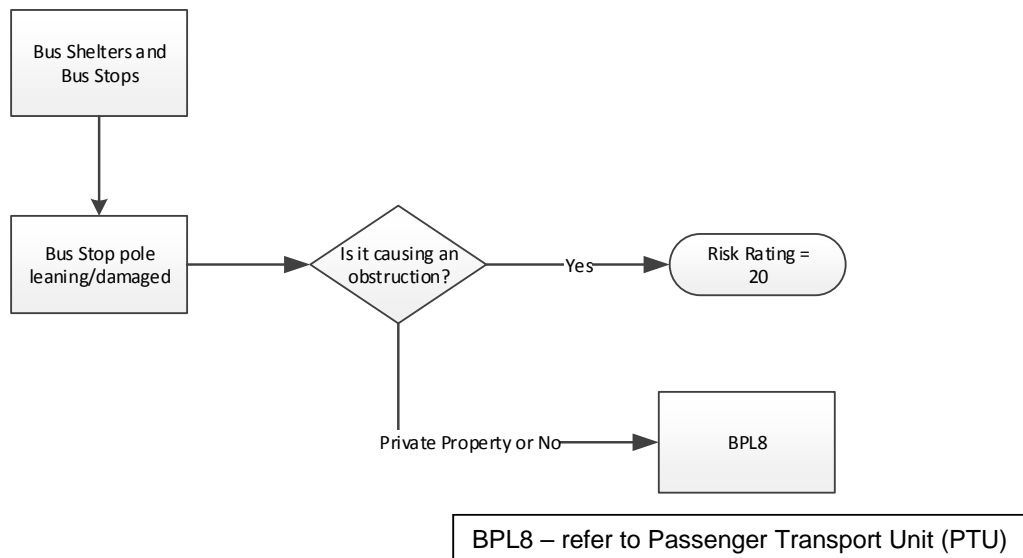
### **Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is it causing an obstruction? (Mandatory)	Yes
	Private property
	No

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
Category 1	20	5 working days	Assess & Decide Strategy	BPL3
Referral	0	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 Scope Description

Bus stop sign has noticeable damage or is missing.



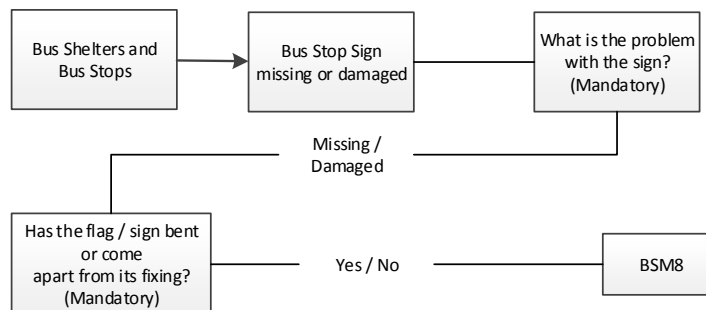
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the problem with the sign? (Mandatory)	Missing
	Damaged
Has the flag / sign bent or come apart from its fixing? (Mandatory)	Yes
	No

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Referral	0	n/a	n/a	BSM8 – refer to Passenger Transport Unit (PTU)
BSM8 – refer to Passenger Transport Unit (PTU)				

## BUS SHELTERS AND BUS STOPS – SEAT OR LIGHT DAMAGED

[Defect Class = BS06]

### Defect Scope Description

Bus shelter had been damaged, any seats or lighting damaged / missing.

Photo

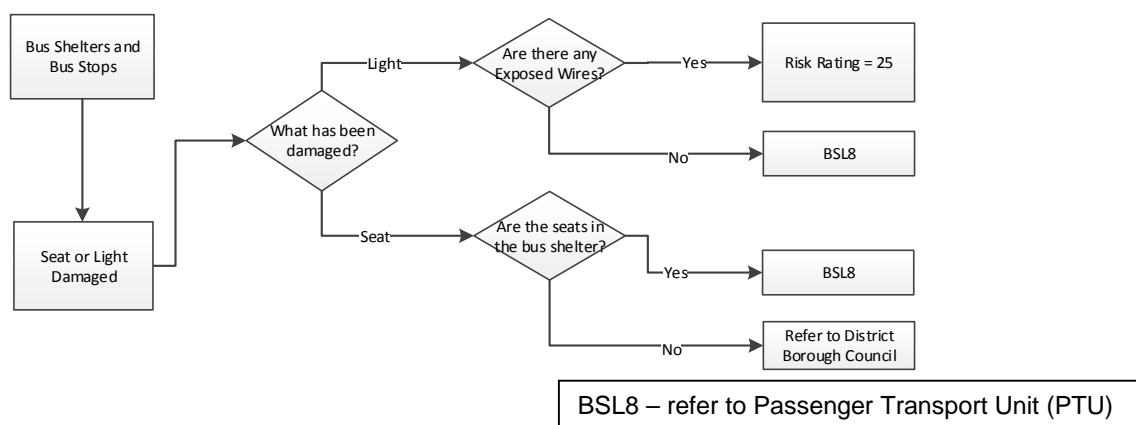
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
What has been damaged? (Mandatory)	Seat	
	Light	
Are the seats in the bus shelter? (Mandatory)	Yes	Only ask if answer to Q1 is "Seat"
	No	
Are there any exposed wires? (Mandatory)	Yes	Only ask if answer to Q1 is "Light"
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Hazard Mitigation Response Time</b>	<b>Permanent Remedy Time</b>	<b>Enquiry Subject Code</b>
<b>Exposed Wiring</b>	25	n/a	n/a	BSL1
<b>Referral</b>	4 - 1	n/a	n/a	Refer to District/Borough or BSL8 – refer to Passenger Transport Unit (PTU)

## **BUS SHELTERS AND BUS STOPS – TIMETABLE MISSING OR DAMAGED**

[Defect Class = BS07]

### **Defect Scope Description**

Bus timetable is missing or has been damaged.

Photo

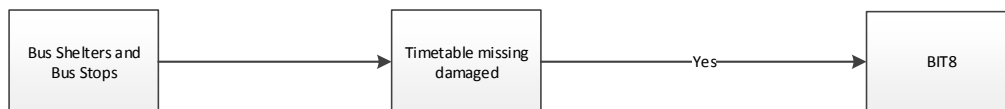
### **Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is the frame damaged? (Mandatory)	Yes
	No

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### **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
Referral	0	n/a	n/a	BIT8 – refer to Passenger Transport Unit (PTU)

BIT8 – refer to Passenger Transport Unit (PTU)



## BUS SHELTERS AND BUS STOPS – SHELTER DAMAGED

[Defect Class = BS08]

### Defect Scope Description

Bus shelter had been damaged.



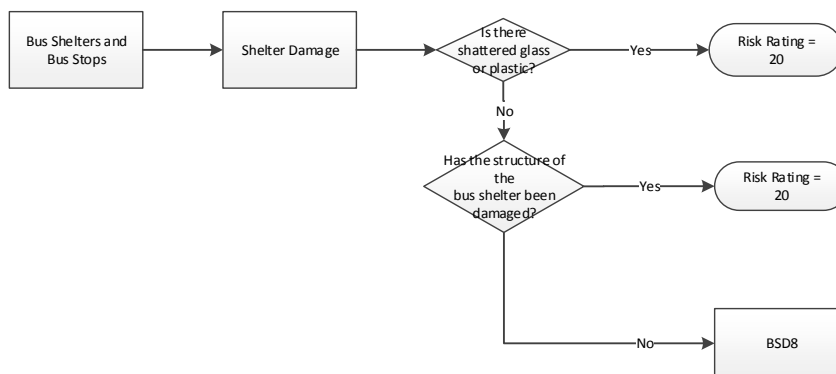
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Is there shattered glass or plastic? (Mandatory)	Yes	
	No	
Has the structure of the bus shelter been damaged? (Mandatory)	Yes	Only ask if answer to Q1 is "No"
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Category 1	20	24hr	Assess & Decide Strategy	BSD2
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 – DEFAULT FLOODING AND DRAINAGE**

[Defect Class = FL00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	DFD1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 Scope Description**

Flooded highway causing damage to adjacent property(s).

Photo

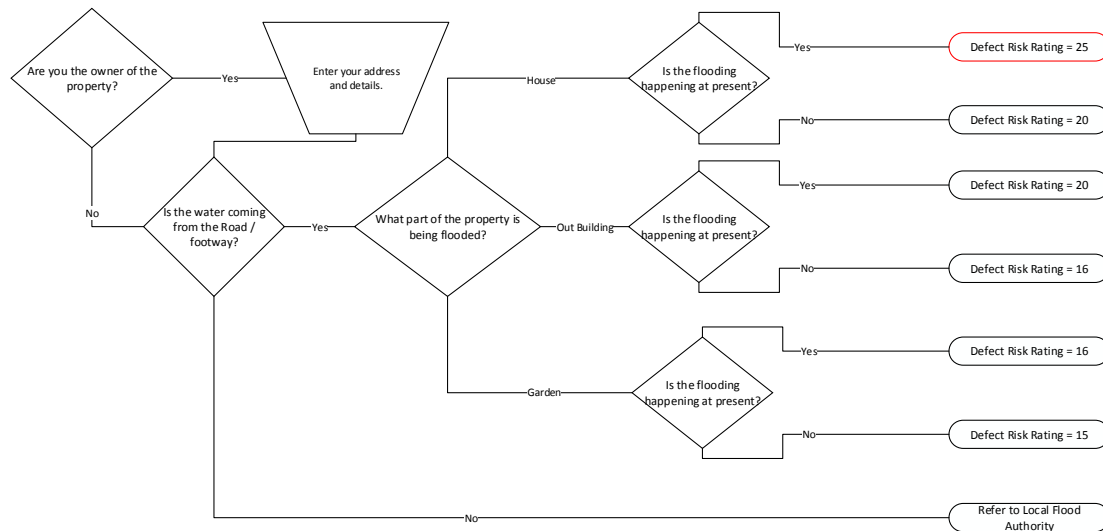


**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are you the owner of the property? (Mandatory)	Yes	This is asked if they reply to Q1 is 'yes'.
	No	
Enter your address and details. (Mandatory)	(free text)	
Is the water coming from the road/footway? (Mandatory)	Yes	
	No	
What part of the property is being flooded? (Mandatory)	House	
	Out Building	
	Garden	
Is the flooding happening at present? (mandatory)	Yes	
	No	

The Defect Risk Rating will be established using the following rules.



### 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	2hr	Assess & Decide Strategy	DPD1
Category 1	20	24hr	Assess & Decide Strategy	DPD2
	16	5 working days	Assess & Decide Strategy	DPD3
	15	20 Working Days	Assess & Decide Strategy	DPD4
Referral	0	n/a	n/a	Refer to Local Flood Authority Team

### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 – ROAD FLOODED

[Defect Class = FL02]

### Defect Class Description

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



### Defect Specific Additional Details

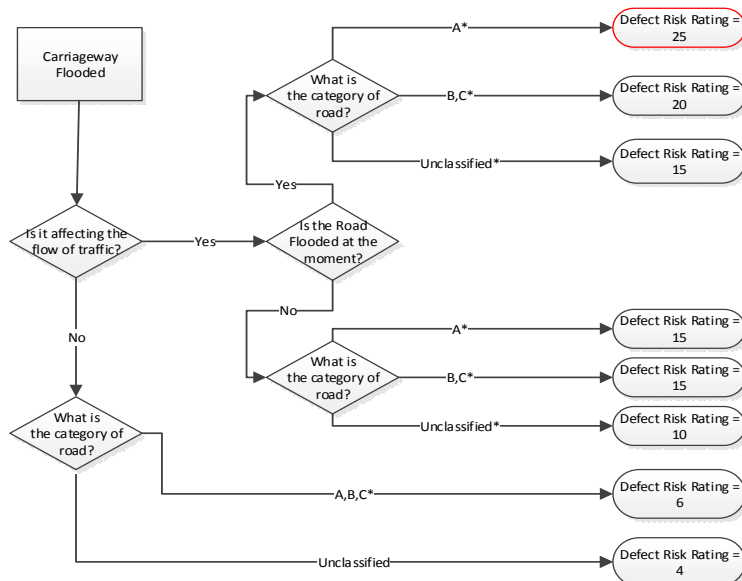
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Is it affecting the flow of traffic? (Mandatory)	Yes, all traffic	
	Yes, traffic in one direction	
	Yes, cycle traffic	
	No	
Is the road flooded at the moment? (Mandatory)	Yes	Not asked is answer to Q1 is “No”.
	No	

\* To be derived from Network information if location is reported through interactive web mapping.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	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	Assess & Decide Strategy	DCF5
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 AND DRAINAGE – DITCH SILTED / OVERGROWN OR HEADWALL DAMAGED

[Defect Class = FL03]

### Defect Scope Description

Ditch headwall damaged, collapsed or silted and overgrown

Photo

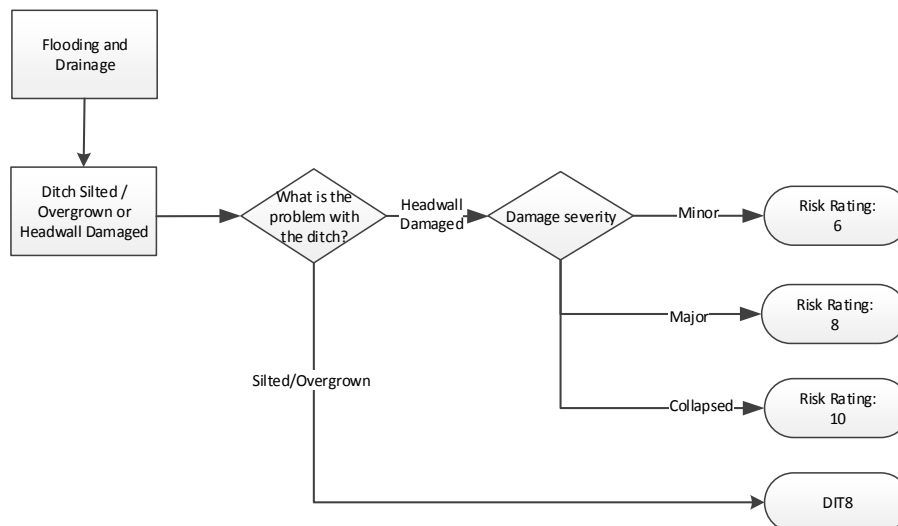
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
What is the problem with the ditch? (Mandatory)	Silted / overgrown	
	Headwall damaged	
What is the extent of the damage? (Mandatory)	Minor damage	This question is asked if the answer to Q1 is 'Headwall Damaged'
	Major damage	
	Collapsed	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
<b>Category 2(H)</b>	12 - 9	n/a	Assess & Decide Strategy	DIT5
<b>Category 2(M)</b>	8 – 5	n/a	Assess & Decide Strategy	DIT6
<b>Referral</b>	0	n/a	Assess & Decide Strategy	DIT8 – 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 AND DRAINAGE – FOOTWAY FLOODED**

[Defect Class = FL08]

### **Defect Class Description**

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

Photo



### **Defect Specific Additional Details**

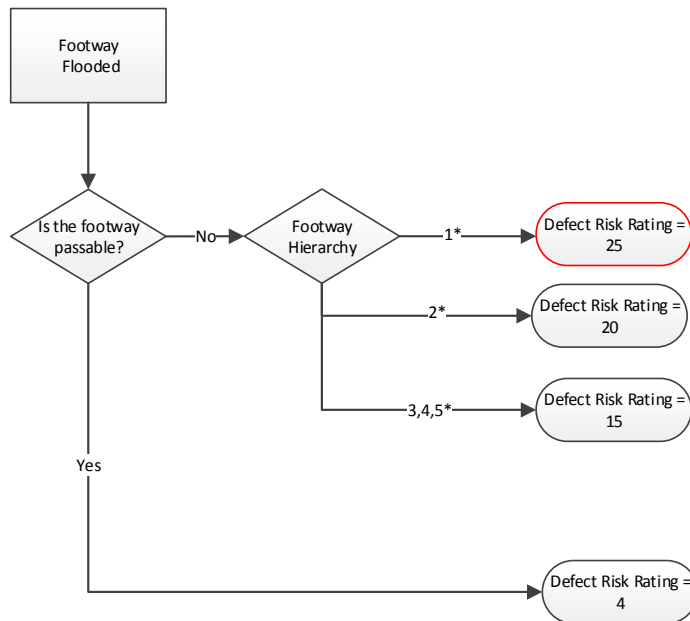
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is the footway passable? (mandatory)	Yes
	No

\* To be derived from Network information if location is reported through interactive web mapping.

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



## 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	2hr	Assess & Decide Strategy	DFL1
Category 1	20	24hr	Assess & Decide Strategy	DFL2
	15 - 16	5 working days	Assess & Decide Strategy	DFL3
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:

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 Scope Description**

Gully blocked, filled with silt / dirt / leaves.

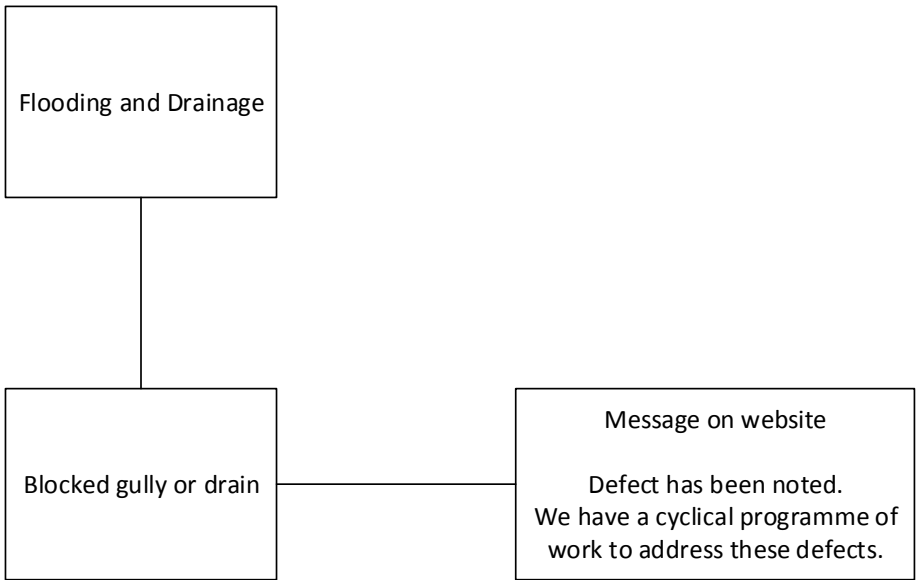


**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
Referral	0	n/a	n/a	Internal Email notification.

### 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

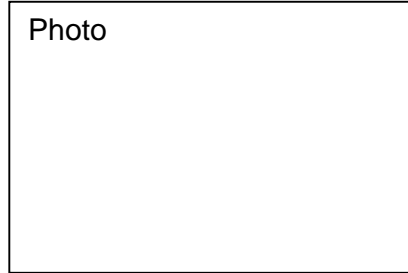
## FLOODING AND DRAINAGE – SUBWAY FLOODED

[Defect Class = FL12]

### Defect Scope Description

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

Photo



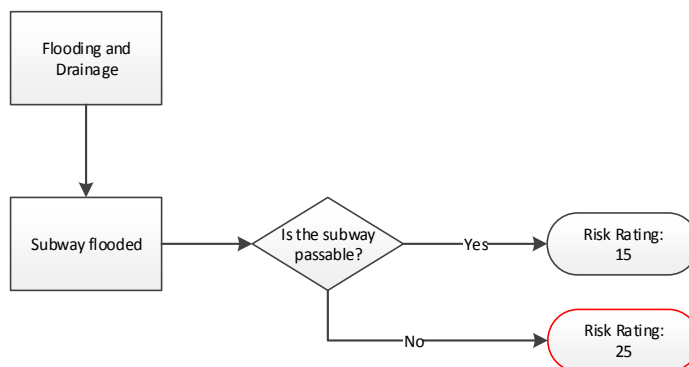
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is the subway passable? (Mandatory)	Yes
	No

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.





### 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	2hr	Assess & Decide Strategy	DSF1
Category 1	15 - 16	5 working days	Assess & Decide Strategy	DSF3

### 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 – DEFAULT FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS**

[Defect Class = FV00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	FCV1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 – STEPS DAMAGED

[Defect Class = FV02]

### Defect Scope Description

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

Photo

### Defect Specific Additional Details

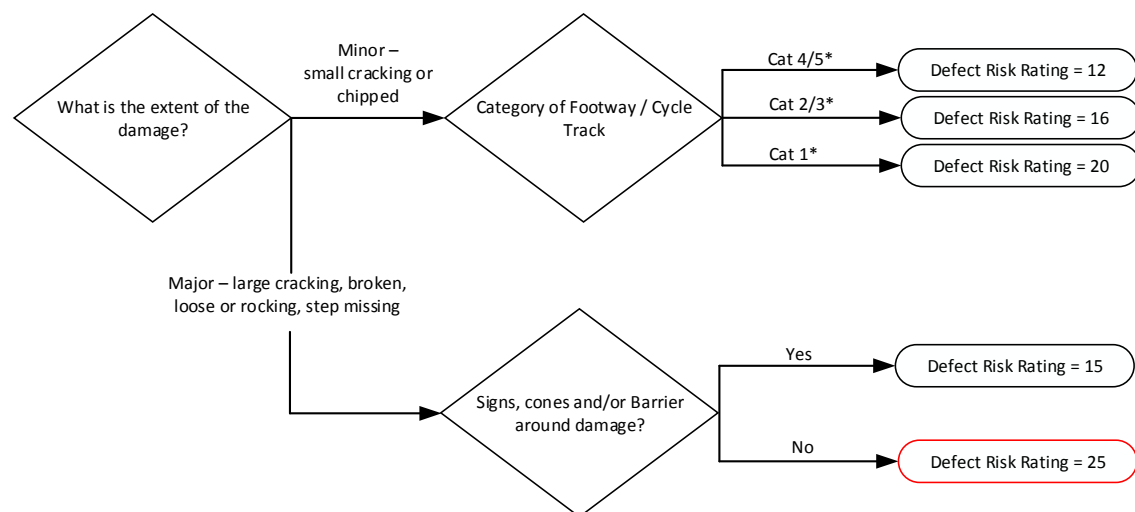
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
What is the extent of the damage? (Mandatory)	Minor – small cracking or chipped	
	Major - large cracking, broken, loose or rocking, step missing	
Signs, cones and/or Barrier around damage?(Mandatory)	Yes	Only asked if answer to Q1 is “Major”
	No	

\* To be derived from Network information if location is reported through interactive web mapping

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	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)	12 - 9	n/a	Assess & Decide Strategy	FSD5

### 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 – IRONWORK (GULLYS, MANHOLES ETC) MISSING / BROKEN / LOOSE

[Defect Class = FV03]

### Defect Scope Description

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



### Defect Specific Additional Details

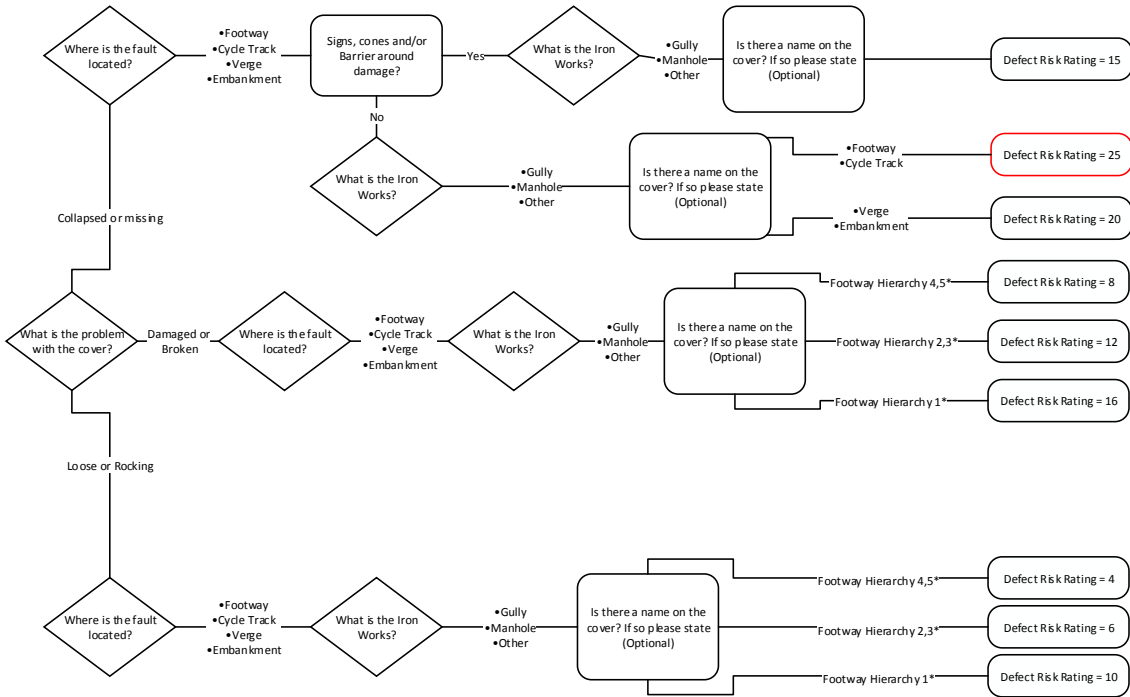
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
What is the problem with the cover? (Mandatory)	Loose or Rocking	
	Damaged or Broken	
	Collapsed or missing	
Where is the fault located? (Mandatory)	Footway	
	Cycle Track	
	Verge	
	Embankment	
Signs, cones and/or Barrier around damage? (Mandatory)	Yes	Only asked if answer to Q1 is "Collapsed or missing"
	No	
What is the Iron Works (Optional)	Gully	
	Manhole	
	Other	
Is there a name on the cover? If so please state (Optional)		

\* To be derived from Network information if location is reported through interactive web mapping

Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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	2hr	Assess & Decide Strategy	FCD1
Category 1	20	24hr	Assess & Decide Strategy	FCD2
	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 Scope 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/cycle track.



### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

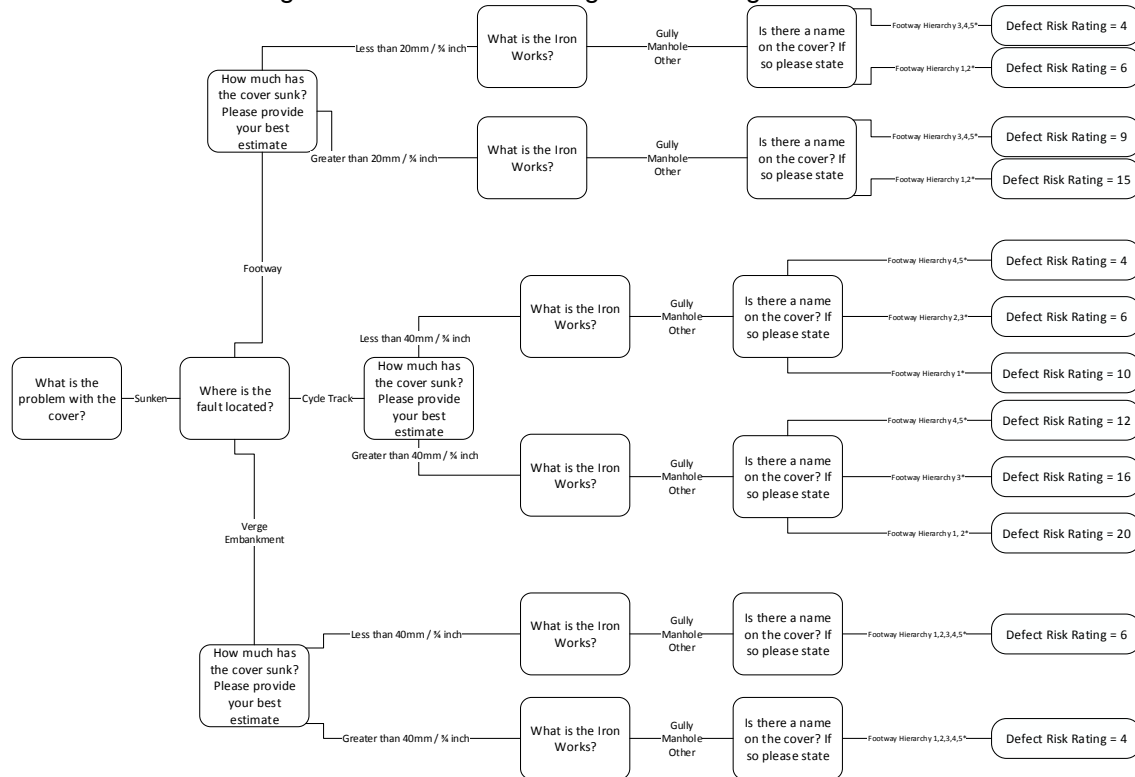
Information requested	Response Choice	
What is the problem with the cover? (Mandatory)	Sunken	
Where is the fault located? (Mandatory)	Footway	
	Cycle Track	
	Verge	
	Embankment	
How much has the cover sunk? Please provide your best estimate (Mandatory)	Less than 20mm / ¾ inch	Options if answer to Q1 is "Footway"
	Greater than 20mm / ¾ inch	
	Less than 40mm / ¾ inch	Options if answer to Q1 is "Cycle Track, Verge or Embankment"
	Greater than 40mm / 1 ½ inch	
What is the Iron Works? (Mandatory)	Gully	
	Manhole	
	Other	
Is there a name on the cover? If so please state (Mandatory)		

\* To be derived from Network information if location is reported through interactive web mapping



## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
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 – IRONWORK (GULLYS, MANHOLES ETC) CAUSING A TRIP

[Defect Class = FV14]

### Defect Scope Description

A manhole cover, gully grate or other ironwork in the trafficked surface of road sections of any class that is causing a trip hazard relative to the surrounding footway/cycle track.



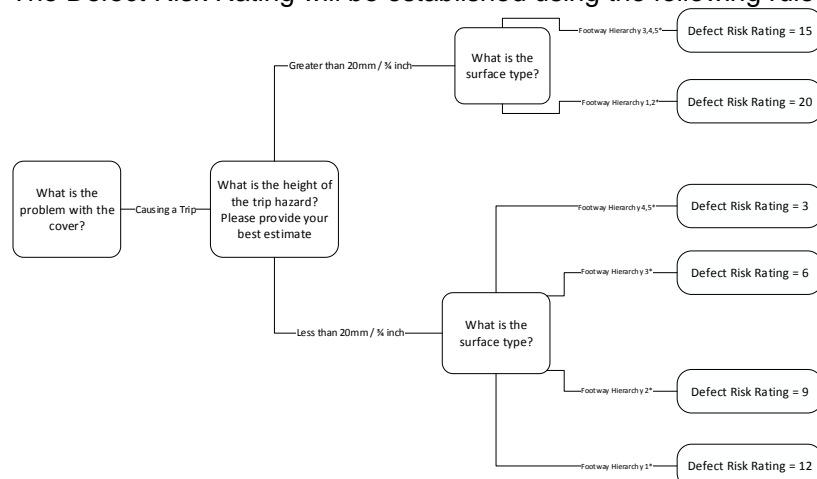
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the problem with the cover? (Mandatory)	Causing a trip
What is the height of the trip hazard? Please provide your best estimate	Greater than 20mm / ¾ inch
	Less than 20mm / ¾ inch
What is the surface type?	•Tarmac
	Paving slabs or blocks
	Concrete

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Category 1	20	n/a	5 working days	FCT3
	15 – 16	n/a	20 working days	FCT4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	FCT5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	FCT6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	FCT7

### 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 Scope Description**

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

Photo



**Defect Specific Additional Details**

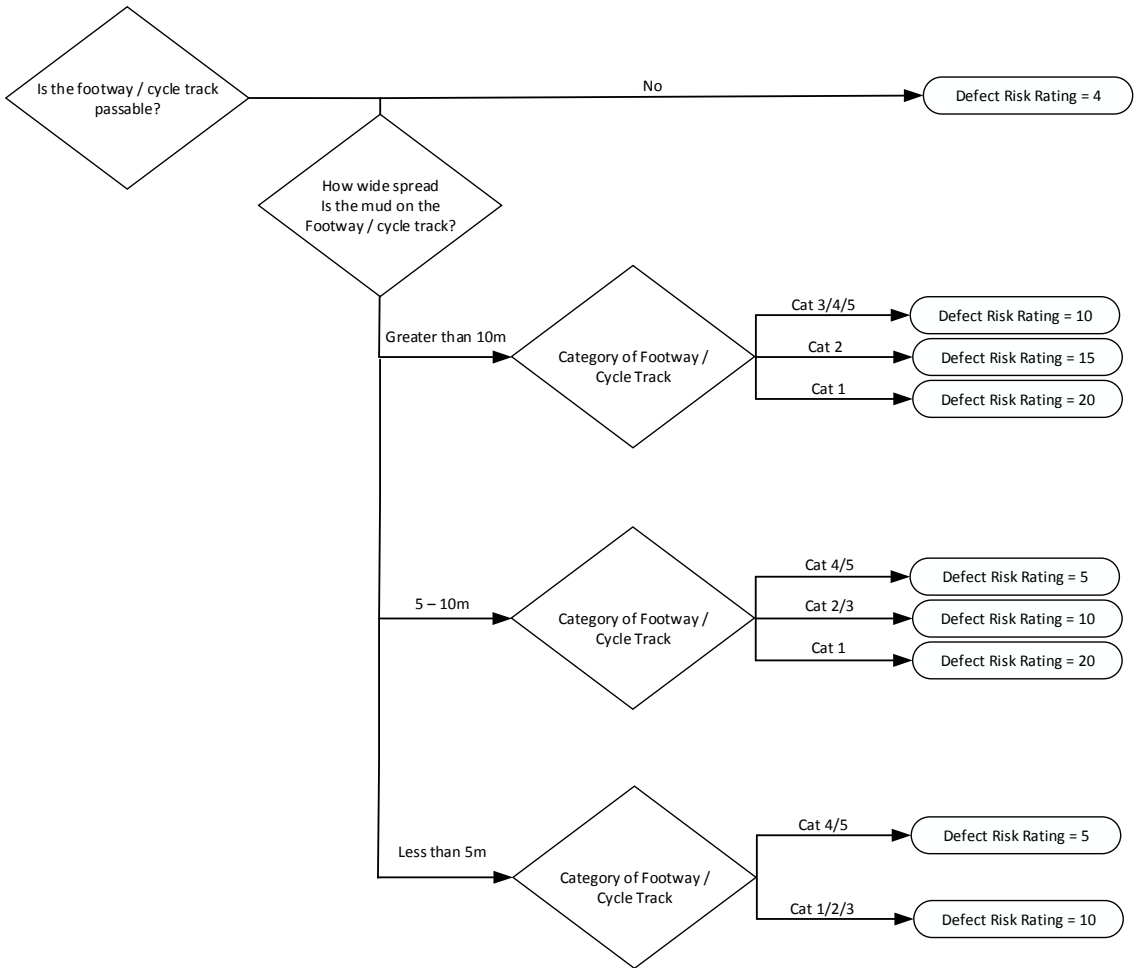
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is the footway/cycle track passable? (Mandatory)	Yes
	No
How widespread is the mud on the footway/cycle track? Please provide your best estimate (Mandatory)	Less than 5m
	5m – 10m
	Greater than 10m

\* To be derived from Network information if location is reported through interactive web mapping

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
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 Scope Description

Verge overgrown onto footway/cycle track, causing limited footway/cycle track space and / or surface runoff onto footway/cycle track.



### Defect Specific Additional Details

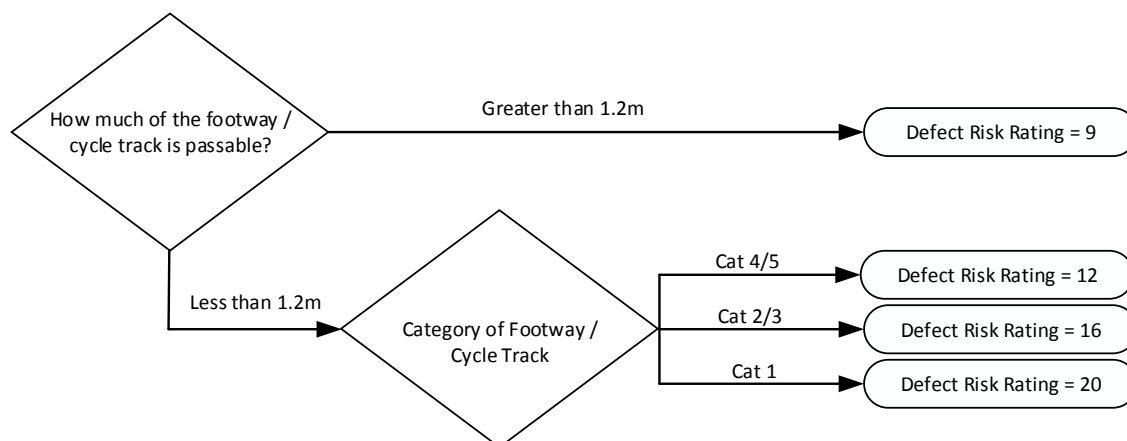
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
How much of the footway / cycle track is passable? ( <i>Mandatory</i> )	Greater than 1.2m
	Less than 1.2m

\* To be derived from Network information if location is reported through interactive web mapping

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.





### 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
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

### 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 Scope Description

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



### Defect Specific Additional Details

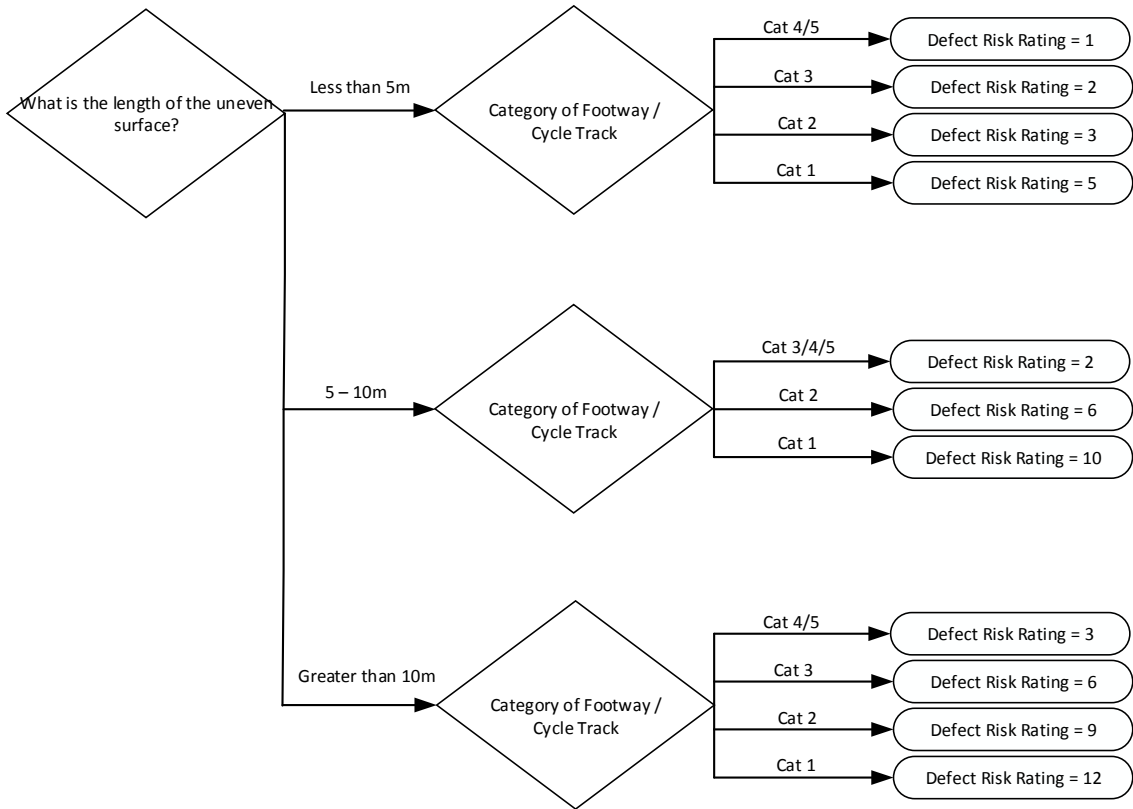
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the length of the uneven surface? Please provide your best estimate (Mandatory)	Less than 5m
	5m – 10m
	Greater than 10m
What is the surface type? (Optional)	Tarmac
	Paving slabs/blocks
	Concrete
	Other

\* To be derived from Network information if location is reported through interactive web mapping

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
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 Scope Description

Verge has been damaged from vehicular traffic and been overrun.



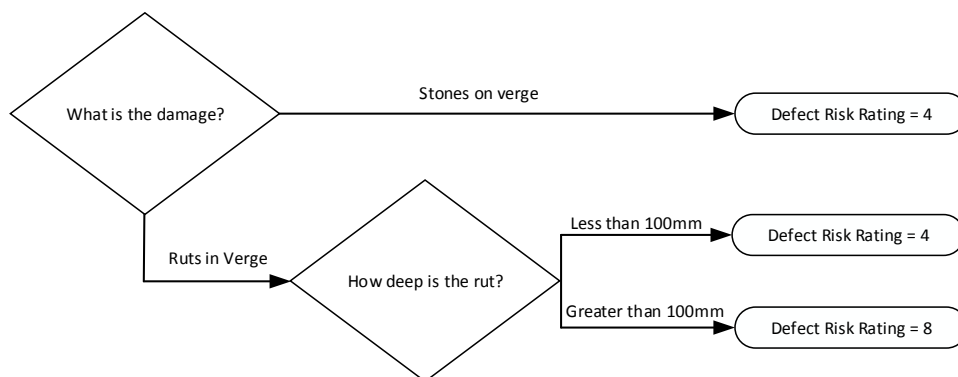
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
What is the damage? (Mandatory)	Stones on verge	
	Ruts in verge	
How deep is the rut? (Mandatory)	Less than 100mm / 4 inch	Ask this question if the answer to Q1 is 'Ruts in verge'
	Greater than 100mm / 4 inch	
What is the length of the rut? (Optional)		Ask this question if the answer to Q1 is 'Ruts in verge'
Do you know who caused the damage? If yes, please state the name (Optional)		

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
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

## FOOTWAY, CYCLE TRACKS, VERGES AND EMBANKMENTS – TRIP HAZARD

[Defect Class = FV10]

### Defect Scope Description

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

- on a footway surface,
- on a cycle track surface (that is separated from a road),
- on a road surface (where a footway or cycle track crosses at a pedestrian or signaled crossing).



(NOT obviously on a Utilities Trench or Service Box)

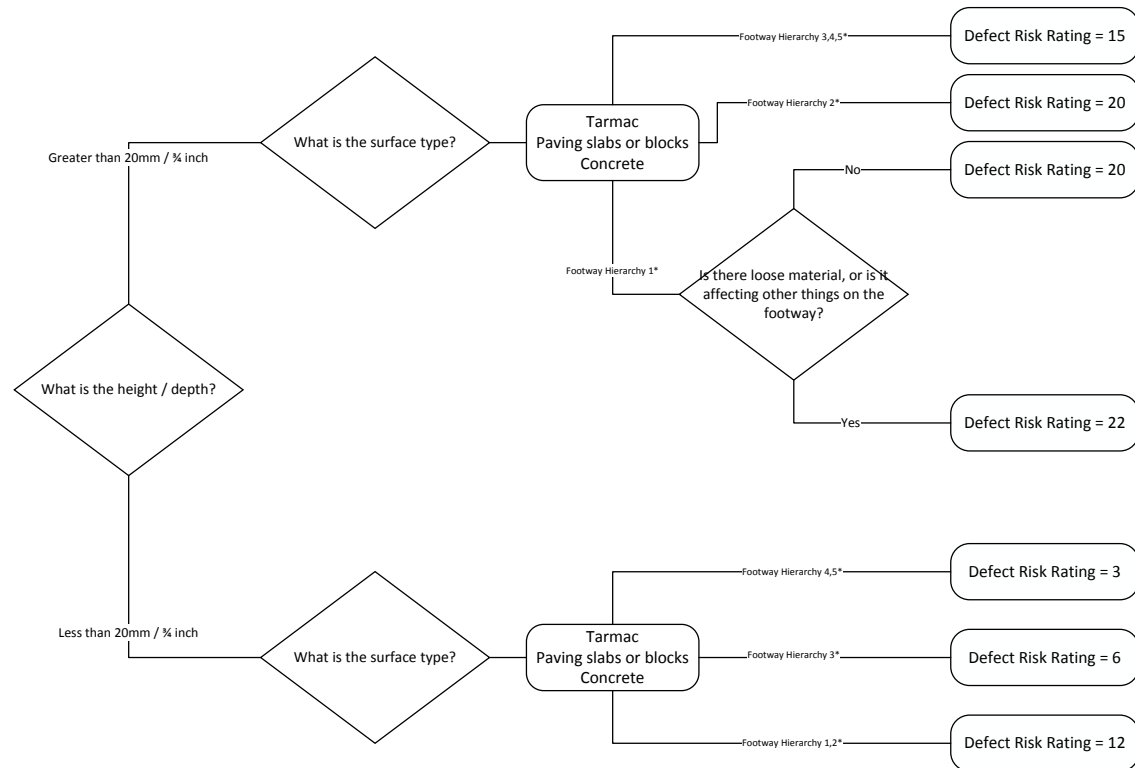
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
What is the height / depth? Please provide your best estimate (Mandatory)	Less than 20mm / ¾ inch	
	Greater than 20mm / ¾ inch	
What is the surface type? (Optional)	Tarmac	
	Paving slabs or blocks	
	Concrete	
Is there loose material, or is it affecting other things on the footway?	Yes	Will only be asked if answer to Q1 is "Greater than 20mm / ¾ inch"
	No	

\* To be derived from Network information if location is reported through interactive web mapping

The Defect Risk Rating will be established using the following rules.



## 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
Category 1	22	24hr*	5 or 20 working days**	FTP2
	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

\*Please read in conjunction with the operation practice note regarding urgent response for carriageways and footways

\*\*Permanent remedy time subject to, location, traffic management requirements, materials and specialist equipment



### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

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

\*to be ascertained from Location Information

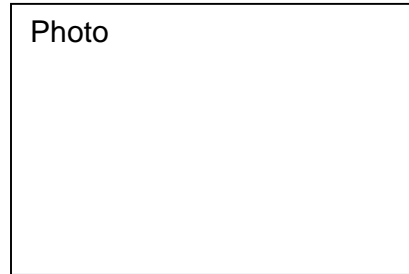
## FOOTWAYS, CYCLE TRACKS, VERGES AND EMBANKMENTS – HAZARDOUS LEAVES ON FOOTWAY / CYCLE TRACK

[Defect Class = FV11]

### Defect Scope Description

An area of leaves on the footway/cycle track surface of any class

Photo



### Defect Specific Additional Details

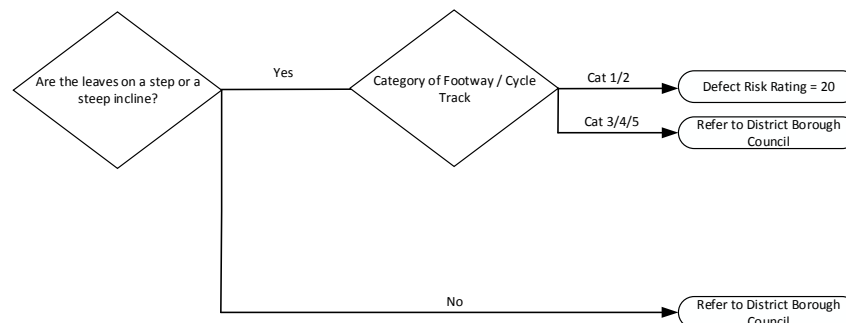
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Are the leaves on a step or a steep incline? (Mandatory)	Yes
	No

\* To be derived from Network information if location is reported through interactive web mapping

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Category 1	20	n/a	5 working days	FLV3

### 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 Scope Description

Unstable embankments / cuttings causing road / footway / cycle track obstruction or damaged.



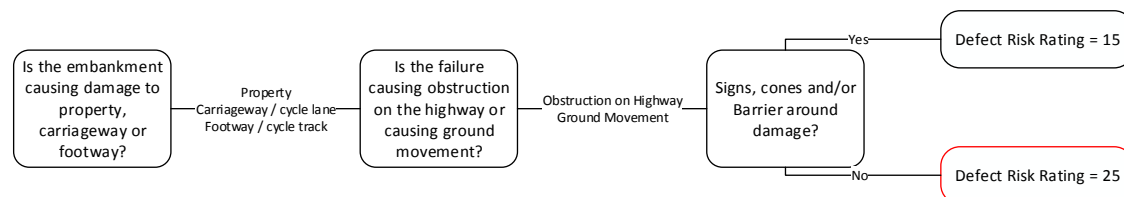
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is the embankment causing damage to property, carriageway or footway (Mandatory)	Property
	Carriageway / cycle lane
	Footway / cycle track
Is the failure causing obstruction on the highway or causing ground movement (Optional)	Obstruction on Highway
	Ground Movement
Are there signs, cones and / or barriers around the damage? (Mandatory)	Yes
	No

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	Assess & Decide Strategy (CAT 4 referral)	FUE1
Category 1	15 – 16	20 working days	Assess & Decide Strategy (CAT 4 referral)	FUE4

### 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 Scope Description**

Street furniture seating for general public damaged.

Photo



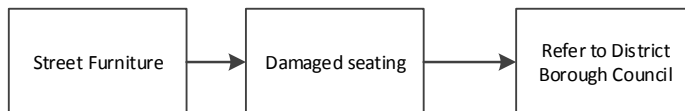
### **Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Damaged street seating	Refer to District / Borough council

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



## FOOTWAYS, CYCLETRACKS, VERGES AND EMBANKMENTS – DAMAGED OR MISSING KERB, EDGING OR CHANNEL

[Defect Class = KC01]

### Defect Scope Description

Kerb / edging / channel damaged / missing, could be chipped / cracked / shattered.



### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is the kerb, edging or channel damaged or missing? (Mandatory)	Damaged
	Missing
What is the degree of damage? (Mandatory)	Chipped
	Cracked / rocking
	Shattered

\* To be derived from Network information if location is reported through interactive web mapping.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.

Is the kerb, edging or channel damaged or missing?	Missing	Defect Risk Rating = 20
	Chipped	Defect Risk Rating = 8
What is the degree of damage?	Damaged	Defect Risk Rating = 16
	Cracked / Roacking	
	Shattered (trip hazard)	Defect Risk Rating = 20

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Hazard Mitigation Response Time</b>	<b>Permanent Remedy Time</b>	<b>Enquiry Subject Code</b>
<b>Category 1</b>	20	n/a	5 working days	CKD3
	15 – 16	n/a	20 working days	CKD4
<b>Category 2(M)</b>	5 – 8	n/a	Assess & Decide Strategy	CKD4

### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

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

\*to be ascertained from Location Information



**GRAFFITI –  
DEFAULT GRAFFITI**

[Defect Class = GR00]

**Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.



**Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

**Defect Response Standards**

The Defect Response Standards will be established in accordance with the following rules:-  
71

Defect Category	Defect Risk Rating	Defect Review and Assignment	Enquiry Subject Code
Defect Review Period	25	1 Working Day	GRD1

**Hazard Mitigation Responsibility Rules**

n/a

**Permanent Remedy Responsibility Rules**

n/a

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

**GRAFFITI –  
GRAFFITI ON HIGHWAYS PROPERTY**

[Defect Class = GR01]

**Defect Scope Description**

Writing or drawings sprayed on highway property.

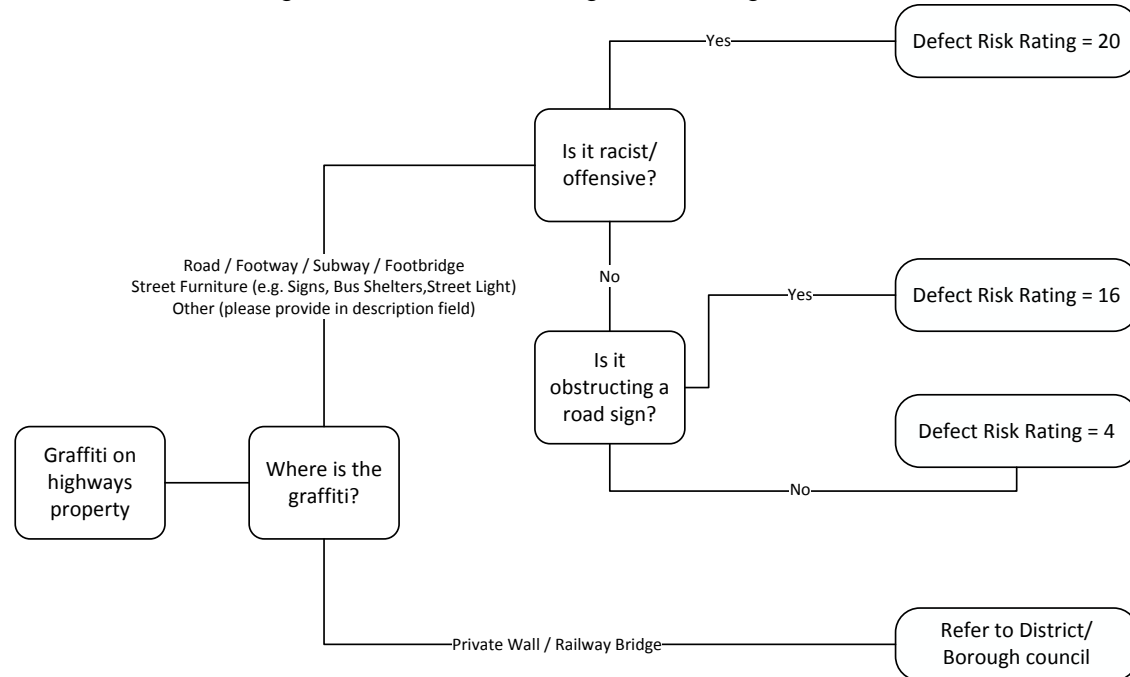
Photo

**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Where is the graffiti? (Mandatory)	Road / Footway / Subway / Footbridge	Not asked if answer to Q1 is "Private Wall / Railway Bridge"
	Street Furniture (e.g. Signs, Bus Shelters, Street Light)	
	Private Wall / Railway Bridge	
	Other (please provide in description field)	
Is it racist/offensive? (Mandatory)	Yes	Not asked if answer to Q1 is "Private Wall / Railway Bridge"
	No	
Is it obstructing a road sign? (Mandatory)	Yes	Not asked if answer to Q1 is "Private Wall / Railway Bridge" or answer to Q2 is "Yes"
	No	

The Defect Risk Rating will be established using the following rules.



### 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
Category 1	20	24hr	Assess & Decide Strategy	GRA2
	15 – 16	20 working days	Assess & Decide Strategy	GRA4
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:

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 POSTS – DEFAULT GUARDRAILS, FENCING, UNLIT BOLLARDS AND POSTS**

[Defect Class = FE00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	FED1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

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

\*to be ascertained from Location Information

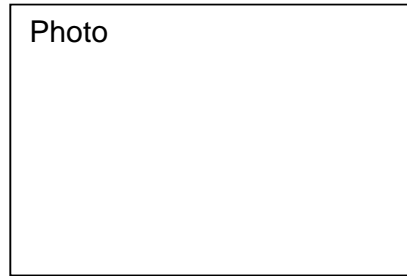
## GUARDRAILS, FENCING, UNLIT BOLLARDS AND POSTS – HIGHWAY FENCE / WALL DAMAGED OR MISSING

[Defect Class = FE02]

### Defect Scope 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



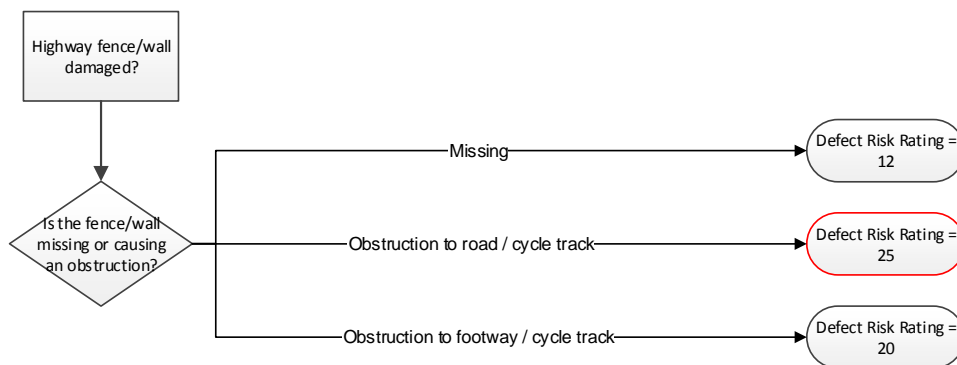
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is the fence/wall missing or causing an obstruction? (Mandatory)	Missing
	Obstruction to road / cycle lane
	Obstruction to footway / cycle track

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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	2hr	Assess & Decide Strategy	PKD1
Category 1	20	24hr	Assess & Decide Strategy	PKD2
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	PKD5

## 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 POSTS – PEDESTRIAN GUARDRAILS DAMAGED OR MISSING**

[Defect Class = FE03]

### **Defect Class Description**

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



### **Defect Specific Additional Details**

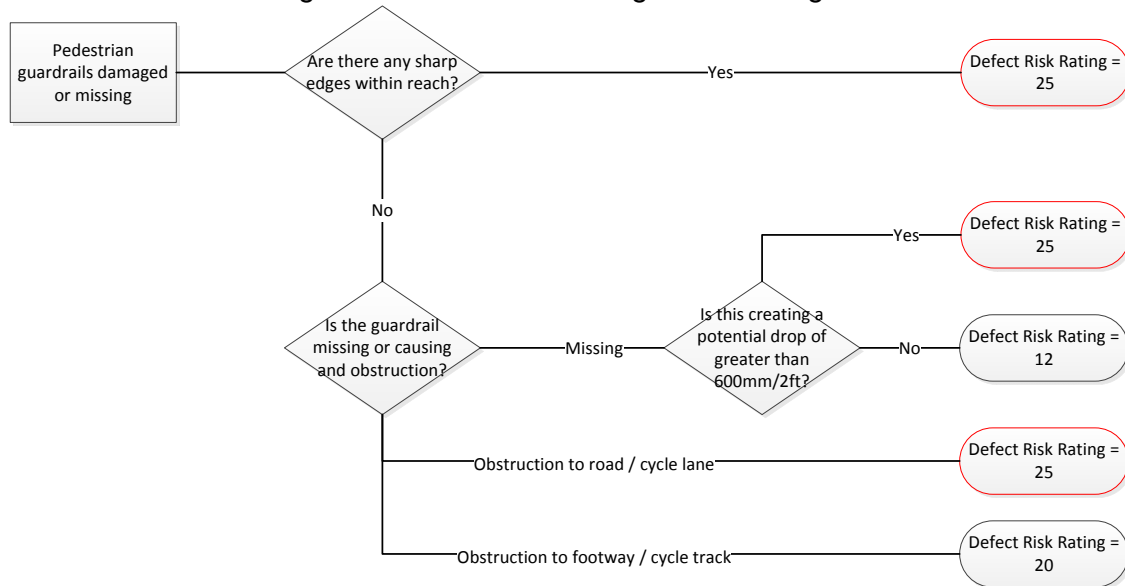
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any sharp edges within reach? (Mandatory)	Yes	
	No	
Is the guardrail missing or causing an obstruction? (Mandatory)	Missing	Only asked if answer to Q1 is "No"
	Obstruction to road / cycle lane	
	Obstruction to footway / cycle track	
Is this creating a potential drop of greater than 600mm/2ft?	Yes	Only asked if answer to Q2 is "Missing"
	No	

\* To be derived from Network information if location is reported through interactive web mapping.



The Defect Risk Rating will be established using the following rules.



### 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
<b>Emergency</b>	25	2hr	Assess & Decide Strategy	PED1
<b>Category 1</b>	20	24hr	Assess & Decide Strategy	PED2
<b>Category 2(H)</b>	9 – 12	n/a	Assess & Decide Strategy	PED5

### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 POSTS – PEDESTRIAN HANDRAILS DAMAGED OR MISSING

[Defect Class = FE04]

### Defect Scope Description

A damaged or missing section of pedestrian handrail.

Photo

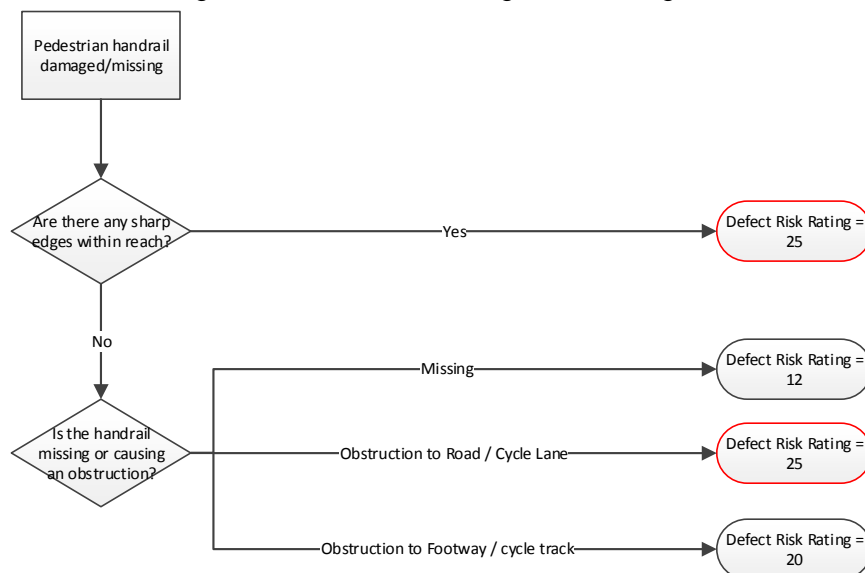
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Are there any sharp edges within reach? (Mandatory)	Yes
	No
Is the handrail missing or causing an obstruction? (Mandatory)	Missing
	Obstruction to road / cycle lane
	Obstruction to footway / cycle track

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	Assess & Decide Strategy	PHR1
Category 1	20	24hr	Assess & Decide Strategy	PHR2
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	PHR5

### 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 POSTS – UNLIT BOLLARDS / POSTS DAMAGED OR MISSING

[Defect Class = FE05]

### Defect Scope 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 - damaged or missing.



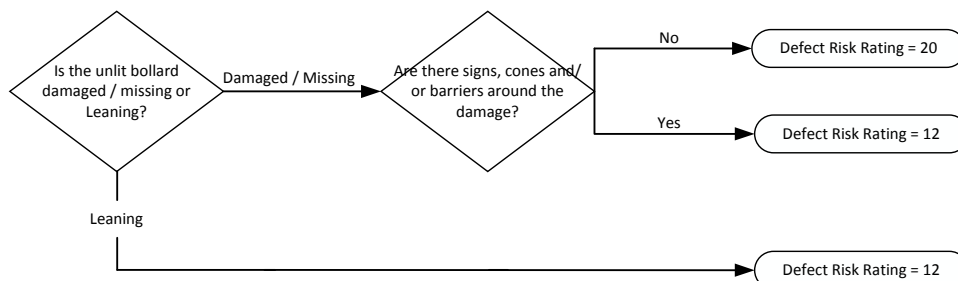
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
What is the extent of the damage? (Mandatory)	Damaged / Missing	
	Leaning	
Are there signs, cones and/or barriers around the damage?	Yes	Ask this question if the answer to Q1 is 'Damaged / Missing'
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Category 1	20	5 Working days	Assess & Decide Strategy	PUB3
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	PUB5

### 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 – DEFAULT HIGHWAY BRIDGES AND WALLS**

[Defect Class = HB00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	HBD1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 Scope Description

Highway Bridge damaged from vehicular impact.

### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

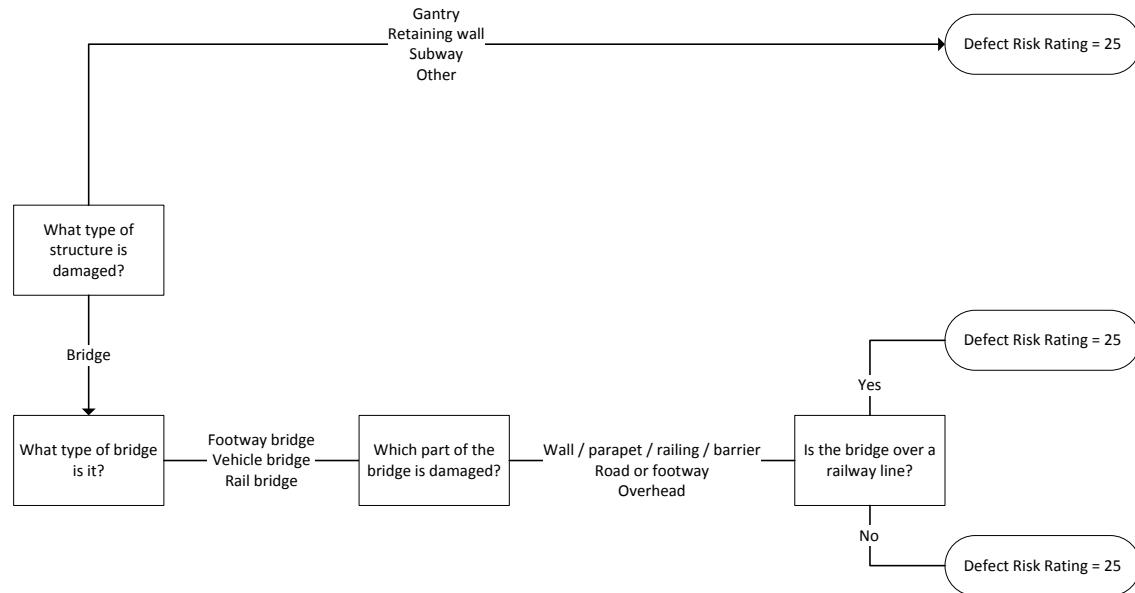


Information requested	Response Choice	
What type of structure is damaged? (Mandatory)	Bridge	
	Gantry	
	Retaining wall	
	Subway	
	Other	
What type of bridge is it? (Mandatory)	Footway bridge	Only asked if answer to Q1 Is “bridge”
	Vehicle bridge	
	Rail bridge	
Which part of the bridge is damaged? (Mandatory)	Wall / parapet / railing / barrier	Only asked if answer to Q1 Is “bridge”
	Road or footway	
	Overhead	
Is the bridge over a railway line? (Mandatory)	Yes	If the answer to this question is ‘yes’ – Ringway are to contact Network Rail immediately to notify.
	No	



## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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	2hr	Assess & Decide Strategy	HBW1
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**

<b>Location of Defect</b>	<b>Hazard Mitigation Responsibility</b>
County Council Maintained Highways – Road-over-Road	HST Contractor
Road-Over-Railway	HST Contractor – <b>Contact Network Rail Immediately</b>
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**

<b>Location of Defect</b>	<b>Permanent Remedy Responsibility</b>
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 – DEFAULT LIGHTING/LIT FEATURES**

[Defect Class = LT00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.



### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	LTD1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

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

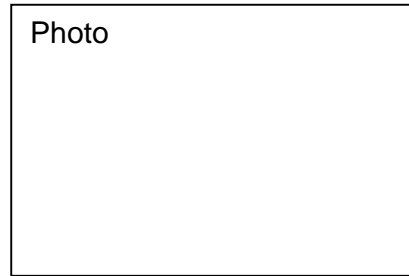
\*to be ascertained from Location Information

**LIGHT - BEACON –  
BELISHA BEACON/CENTRAL ISLAND BEACON GLOBE DAMAGED OR DIRTY**  
[Defect Class = LT01]

**Defect Scope Description**

Belisha beacon globe damaged (cracked or missing)

Photo



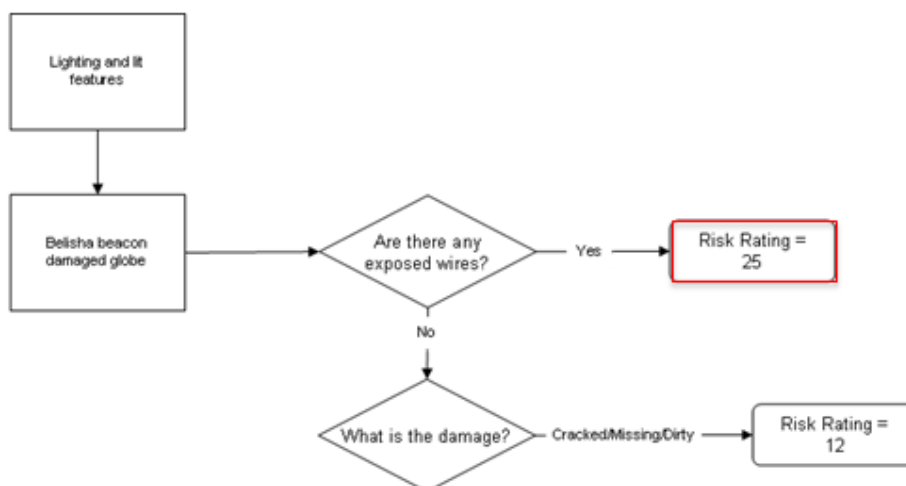
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	
	No	
What is the damage? (Mandatory)	Cracked	Only asked if answer to Q2 is "No"
	Missing	
	Dirty	

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
Category 5	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

## LIGHT – BEACON – BELISHA BEACON/CENTRAL ISLAND BEACON KNOCKED DOWN OR LEANING

[Defect Class = LT02]

### Defect Scope Description

Belisha beacon knocked down or leaning

Photo

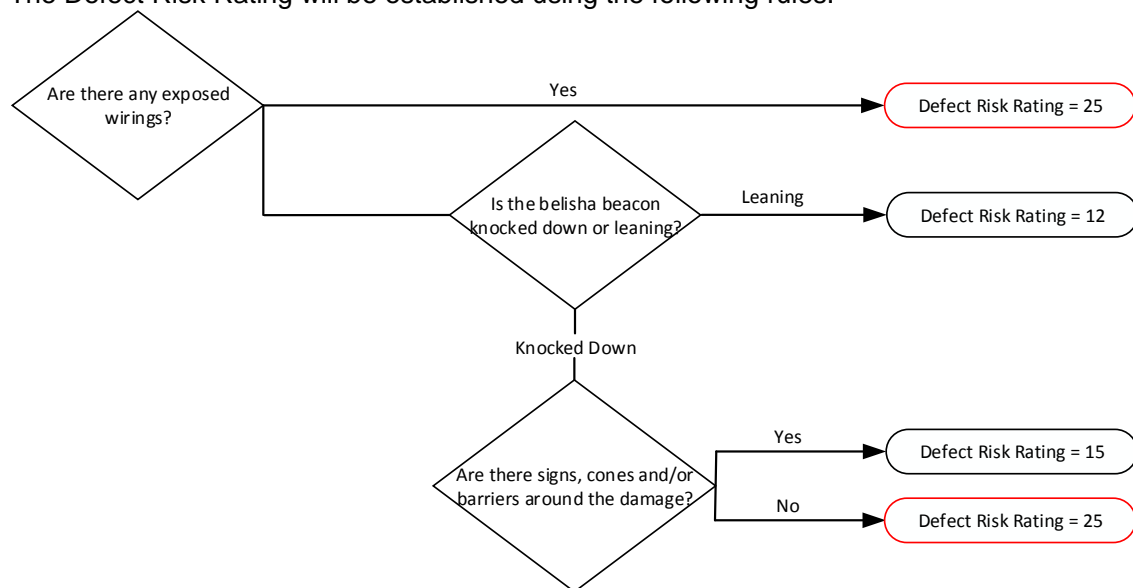
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	
	No	
Is the Belisha beacon Leaning or Knocked Down?	Leaning	Only asked is answer to Q1 is "No"
	Knocked Down	
Are there any signs, cones and/or barriers around the damage?	Yes	Question asked if the answer to the previous question is – 'knocked down'
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
<b>Emergency</b>	25	Electrical Wiring Exposed – 2hr	n/a	LBW1
		2hr	n/a	LBK1
<b>Category 5</b>	12 & 15	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

**LIGHT – BEACON –  
BELISHA BEACON / CENTRAL ISLAND BEACON OUT OR FLICKERING**

[Defect Class = LT03]

**Defect Scope Description**

Belisha beacon not working or flickering

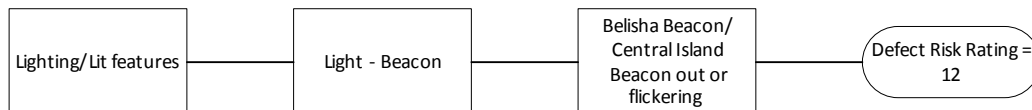


**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



**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
Category 5	12	n/a	5 working days	LBO3



### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

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

\*to be ascertained from Location Information

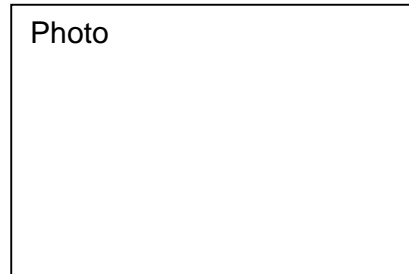
## LIGHT – FESTIVE LIGHT– FESTIVE LIGHTING FAULT OR DAMAGE

[Defect Class = LT04]

### Defect Scope Description

Seasonal lighting damaged, not working or causing an obstruction.

Photo



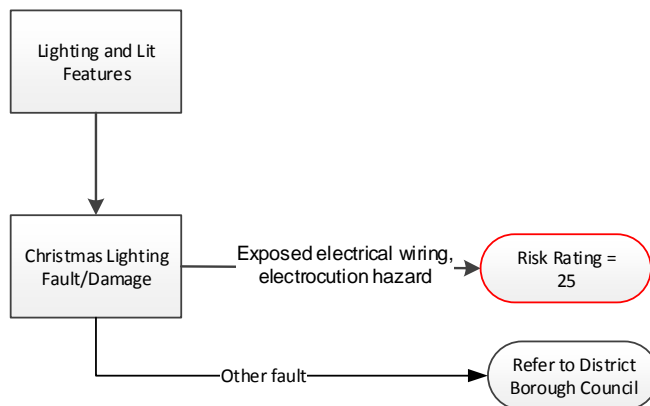
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the damage? (Mandatory)	Exposed electrical wiring, electrocution hazard
	Other fault

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Referral	0	n/a	n/a	Refer to District/Borough

### 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 Electrocutation 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 Electrocutation Risk where HST Contractors Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

\*to be ascertained from Location Information

## LIGHT – LIT BOLLARD– LIT BOLLARD DAMAGED OR MISSING

[Defect Class = LT08]

### Defect Class Description

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



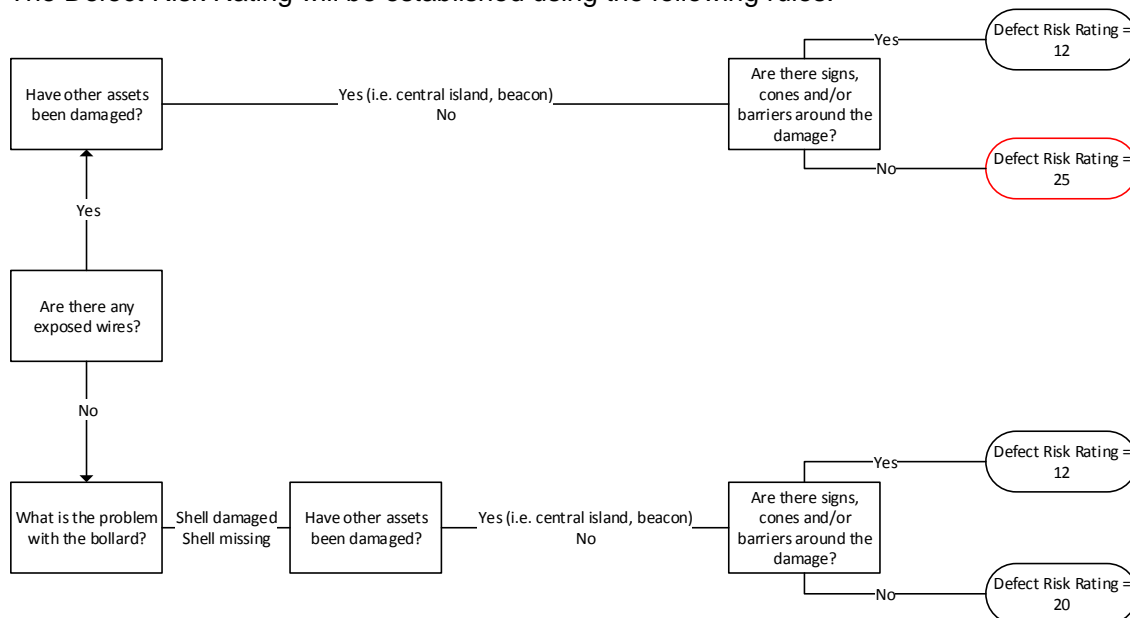
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	
	No	
What is the problem with the bollards	Shell Missing	Only asked if answer to Q1 is “no”
	Shell Damaged	
Have other assets been damaged? (Mandatory)	Yes (i.e. central island, beacon)	
	No	
Are there any signs, cones and / or barriers around the damage?	Yes	
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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
<b>Emergency</b>	25	Electrical Wiring Exposed – 2hr	n/a	LLW1
	20	24hr	n/a	LLD2
<b>Category 5</b>	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

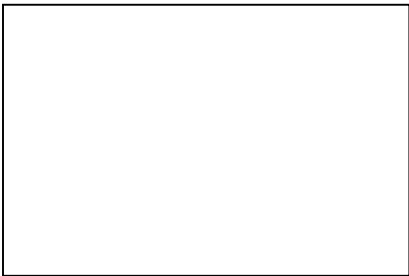
\*to be ascertained from Location Information

**LIGHT – LIT BOLLARD –  
LIT BOLLARD OUT OR FLICKERING**

[Defect Class = LT09]

**Defect Scope Description**

An illuminated traffic bollard in the road that is out or flickering.

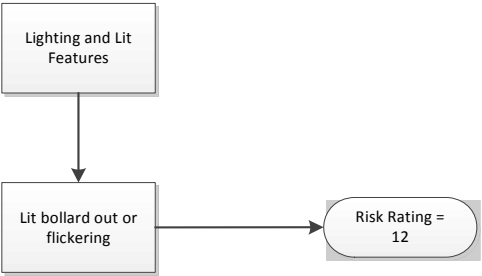


**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
Category 5	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

## LIGHT – SIGN LIGHT – SIGN LIGHT LENS DAMAGED OR DIRTY

[Defect Class = LT06]

### Defect Scope Description

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

Photo

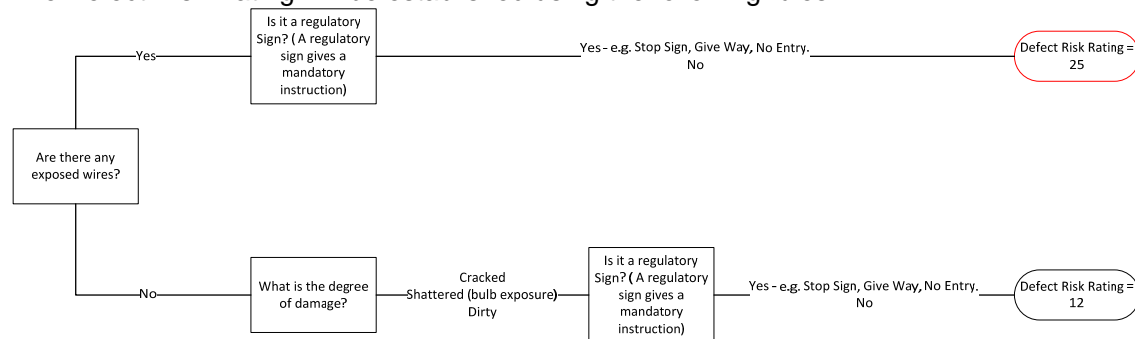
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	Only asked if answer to Q1 is "No"
	No	
What is the degree of damage? (Mandatory)	Cracked	
	Shattered (bulb exposure)	
	Dirty	
Is it a regulatory sign? (A regulatory sign gives a mandatory instruction)	Yes – e.g. Stop Sign, Give Way, No Entry.	
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.





## 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
Category 5	12	n/a	20 working days	LSB4

## 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

## LIGHT – SIGN LIGHT – SIGN LIGHT DOOR DAMAGED OR MISSING OR OPEN

[Defect Class = LT10]

### Defect Scope Description

Access door to the lit sign electronics missing or open exposing electrics.



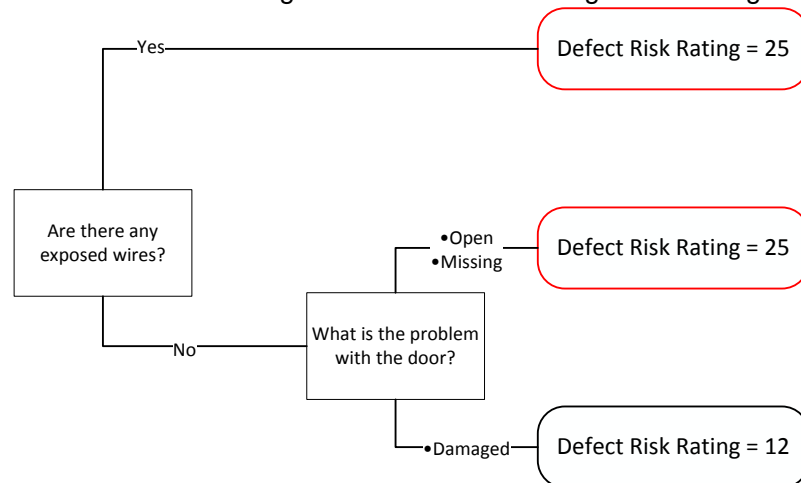
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	
	No	
What is the problem with the door? (Mandatory)	Damaged	Only asked if answer to Q1 is "No"
	Open	
	Missing	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
<b>Emergency</b>	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
		2hr	n/a	LSD1
<b>Category 5</b>	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

**LIGHT – SIGN LIGHT –  
SIGN LIGHT MISSING**

[Defect Class = LT12]

**Defect Scope Description**

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

Photo



**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

**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
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:

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

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

\*to be ascertained from Location Information

**LIGHT – SIGN LIGHT –  
SIGN LIGHT ON DURING DAY**

[Defect Class = LT14]

**Defect Scope Description**

Light illuminating road sign on during the day.

Photo

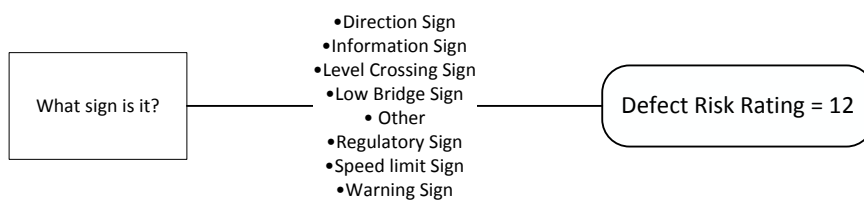
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What sign is it? (Optional)	Direction Sign
	Information Sign
	Level Crossing Sign
	Low Bridge Sign
	Other
	Regulatory Sign
	Speed limit Sign
	Warning Sign

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
Category 5	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

## LIGHT – SIGN LIGHT – SIGN LIGHT OUT OR FLICKERING

[Defect Class = LT16]

### Defect Scope Description

Light illuminating road sign out or flickering.

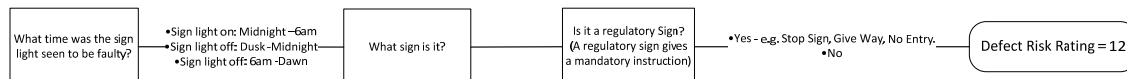
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What time was the sign light seen to be faulty? (Mandatory)	Sign light on: Midnight – 6am
	Sign light off: Dusk - Midnight
	Sign light off: 6am - Dawn
What sign is it? (Optional)	If known please provide.
Is it a regulatory sign? (A regulatory sign gives a mandatory instruction)	Yes – e.g. Stop Sign, Give Way, No Entry.
	No

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.





### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Hazard Mitigation Response Time</b>	<b>Permanent Remedy Time</b>	<b>Enquiry Subject Code</b>
<b>Category 5</b>	12	n/a	20 working days	LSO4

### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

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

\*to be ascertained from Location Information

**LIGHT – SIGN LIGHT –  
SIGN LIGHT KNOCKED DOWN OR LEANING**

[Defect Class = LT17]

**Defect Scope Description**

Light illuminating highway sign knocked down or leaning



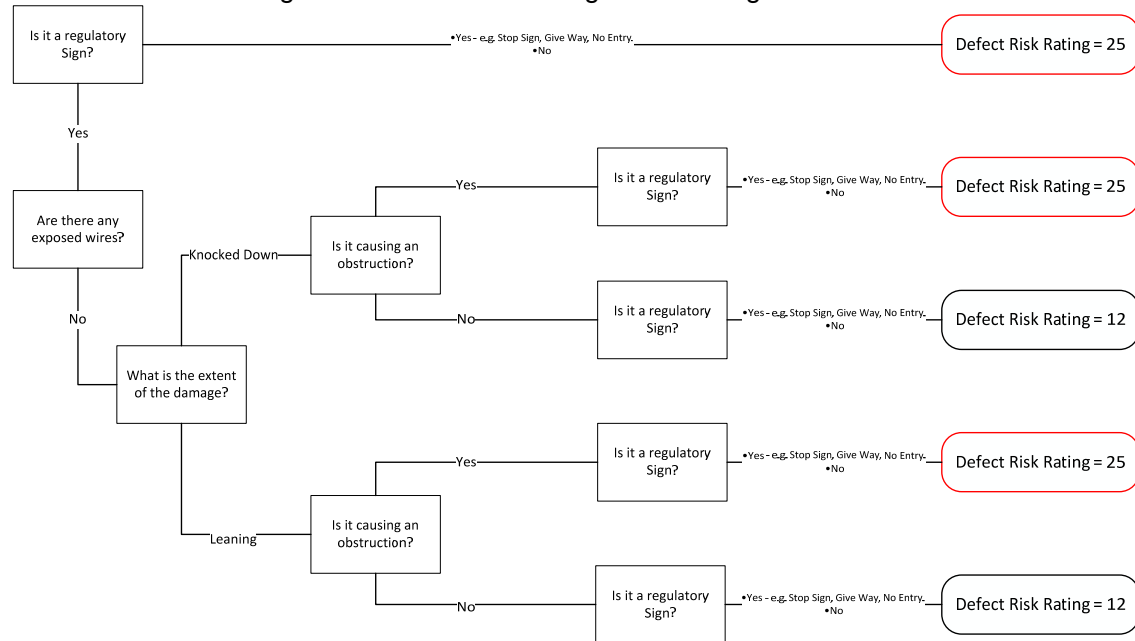
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	Only asked if answer to Q1 is "No"
Are there any exposed wires? (Mandatory)	Yes	
	No	
What is the extent of the damage? (Mandatory)	Knocked Down	
	Leaning	
Is it causing an obstruction? (Mandatory)	Yes	
	No	
Is it a regulatory sign? (A regulatory sign gives a mandatory instruction)	Yes – e.g. Stop Sign, Give Way, No Entry.	
	No	

## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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
<b>Emergency</b>	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
		2hr	n/a	LSK1
<b>Category 5</b>	12	n/a	20 working days	LSK4

### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

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

\*to be ascertained from Location Information

## LIGHT – SIGN LIGHT – SIGN LIGHT EQUIPMENT HANGING

[Defect Class = LT25]

### Defect Scope Description

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



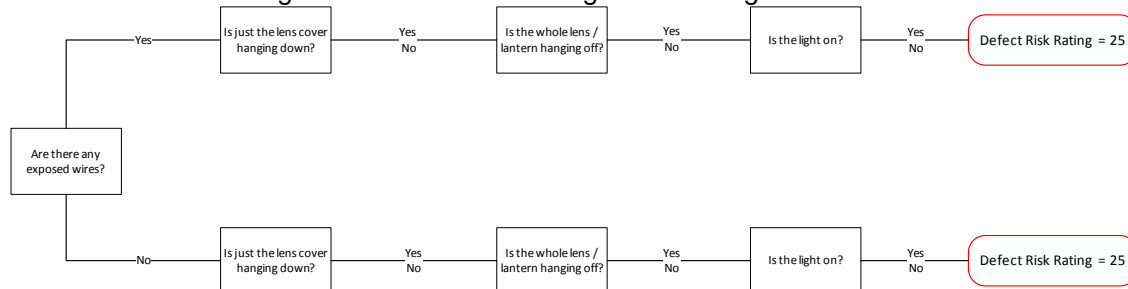
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Are there any exposed wires? (Mandatory)	Yes
	No
Is just the lens cover hanging down? (Mandatory)	Yes
	No
Is the whole lens / lantern hanging off? (Mandatory)	Yes
	No
Is the light on? (Optional)	Yes
	No

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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

### 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

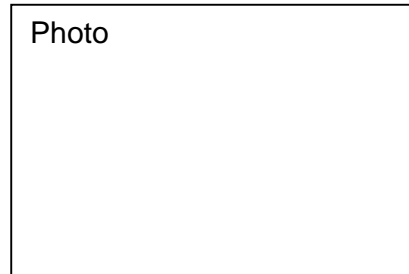
## LIGHT – STREET LIGHT – STREET LIGHT GLARE

[Defect Class = LT05]

### Defect Scope Description

Glare from street light being an inconvenience.

Photo



### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Category 4	12	n/a	Assess & Decide Strategy	LCG5

Assess & Decide – This will be referred to the CAT 2 Street Lighting team to respond.

### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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

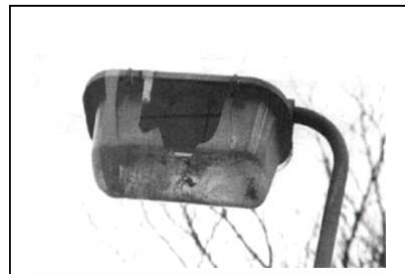


## LIGHT – STREET LIGHT – STREET LIGHT LENS DAMAGED OR DIRTY

[Defect Class = LT07]

### Defect Scope Description

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



### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there exposed wires? (Mandatory)	Yes	
	No	
What is the problem with the lens? (Mandatory)	Cracked	Only asked if answer to Q1 is "No"
	Shattered (bulb exposure)	
	Dirty	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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
Category 5	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

## LIGHT – STREET LIGHT – STREET LIGHT DOOR DAMAGED OR MISSING OR OPEN

[Defect Class = LT13]

### Defect Scope Description

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

### Defect Specific Additional Details

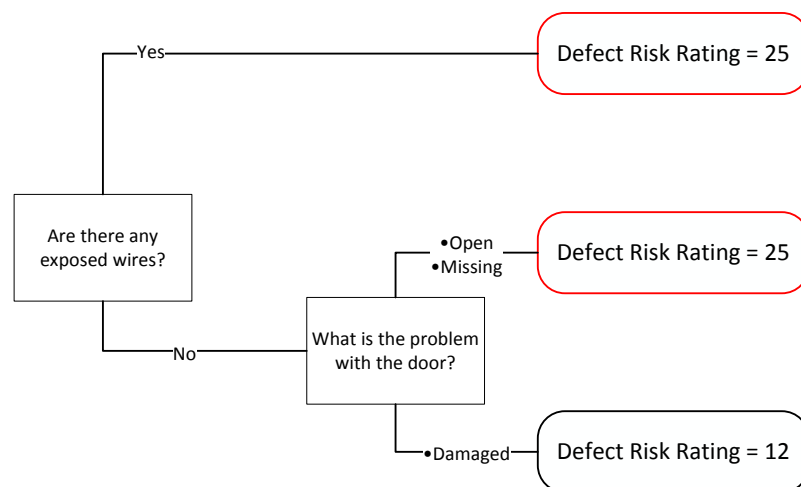
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.



Information requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	
	No	
What is the problem with the door? (Mandatory)	Damaged	Only asked if answer to Q1 is "No"
	Open	
	Missing	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
<b>Emergency</b>	25	Electrical Wiring Exposed – 2hr	n/a	LCW1
		2hr	n/a	LCD1
<b>Category 5</b>	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

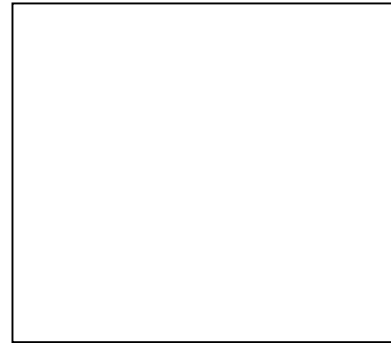
\*to be ascertained from Location Information

## LIGHT – STREET LIGHT – STREET LIGHT KNOCKED DOWN OR LEANING

[Defect Class = LT18]

### Defect Scope Description

Street light knocked down or leaning



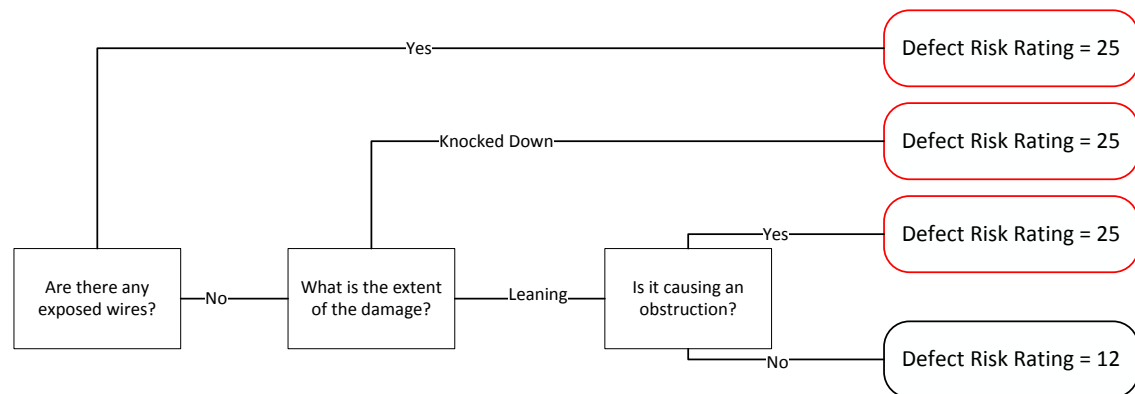
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	Only asked if answer to Q1 Is “No”
	No	
What is the extent of the damage? (Mandatory)	Knocked Down	
	Leaning	
Is it causing an obstruction? (Mandatory)	Yes	
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Hazard Mitigation Response Time</b>	<b>Permanent Remedy Time</b>	<b>Enquiry Subject Code</b>
<b>Emergency</b>	25	Electrical Wiring Exposed – 2hr	n/a	LCW1
	25	2hr	n/a	LCK1
<b>Category 5</b>	12	n/a	20 working days	LCK4

### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

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

\*to be ascertained from Location Information

**LIGHT – STREET LIGHT –  
STREET LIGHT ON DURING DAY**

[Defect Class = LT19]

**Defect Scope Description**

Light illuminating highway on during the day.

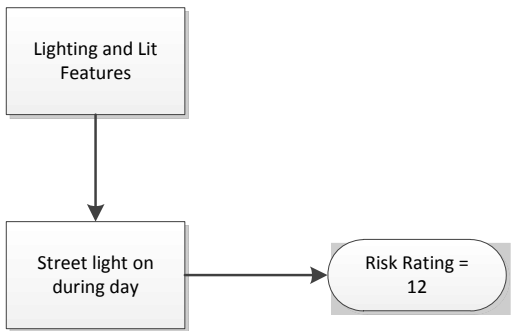


**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
Category 5	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



## LIGHT – STREET LIGHT – STREET LIGHT OUT OR FLICKERING

[Defect Class = LT20]

### Defect Class Description

A street light has a broken or faulty lamp unit.

Photo

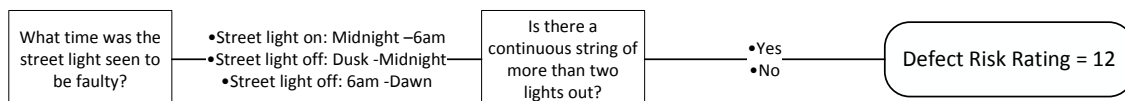
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What time was the street light seen to be faulty? (Mandatory)	Street light on: Midnight – 6am
	Street light off: Dusk - Midnight
	Street light off: 6am - Dawn
Is there a continuous string of more than two lights out? (Mandatory)	Yes
	No

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Category 5	12	n/a	20 working days	LCO4

### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

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

\*to be ascertained from Location Information

**LIGHT – STREET LIGHT –  
STREET LIGHT EQUIPMENT HANGING**

[Defect Class = LT24]

**Defect Scope Description**

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

Photo

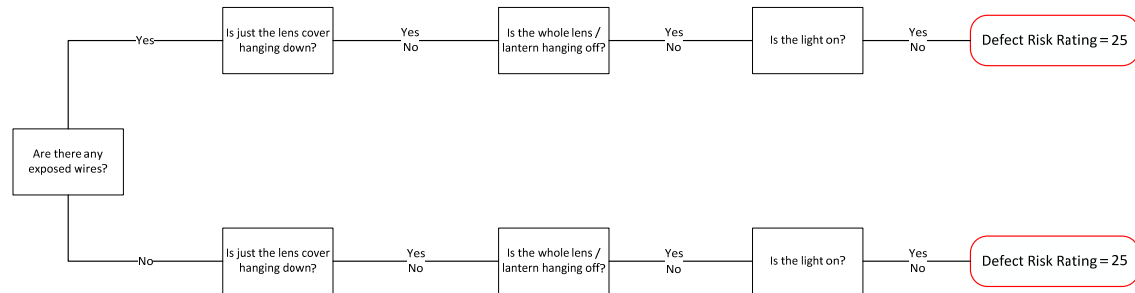


**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Are there any exposed wires? (Mandatory)	Yes
	No
Is just the lens cover hanging down? (Mandatory)	Yes
	No
Is the whole lens / lantern hanging off? (Mandatory)	Yes
	No
Is the light on? (Optional)	Yes
	No

The Defect Risk Rating will be established using the following rules.



### 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
<b>Emergency</b>	25	Electrical Wiring Exposed – 2hr	n/a	LCW1
		2hr	n/a	LCH1

### 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

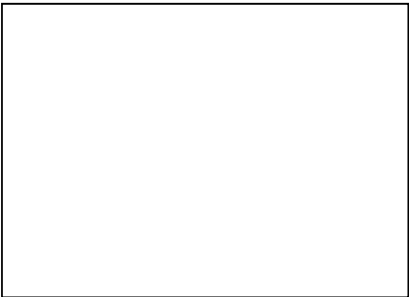
\*to be ascertained from Location Information

**LIGHT – STREET LIGHT –  
STREET LIGHT CUT DOWN**

[Defect Class = LT27]

**Defect Scope Description**

Street lighting column cut down or necked.

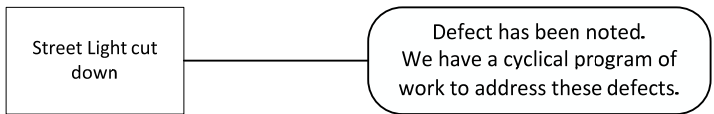


**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



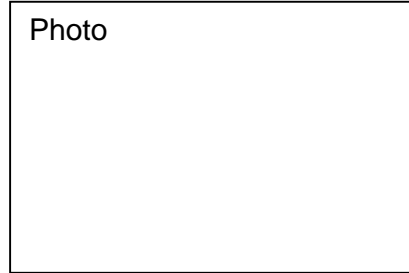
**LIGHT – STREET LIGHT –  
OVERHANGING VEGETATION - LANTERN / LAMP COLOUMN**

[Defect Class = LT28]

**Defect Scope Description**

Lantern / Column has become obscured with vegetation.

Photo



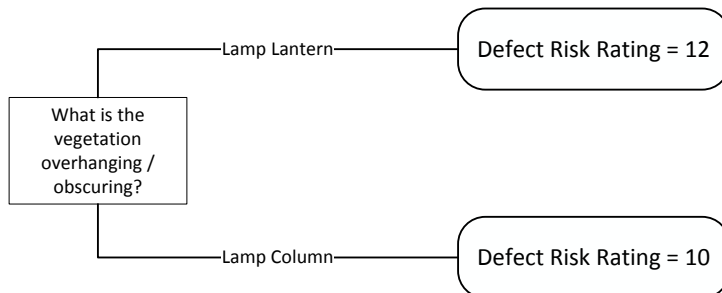
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the vegetation overhanging / obscuring? ( <i>Mandatory</i> )	Lamp Lantern
	Lamp Column

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
Category 2 (H)	10	n/a	Assess & Decide Strategy	VH05
Category 5	12	n/a	20 working days	LOV4

### 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

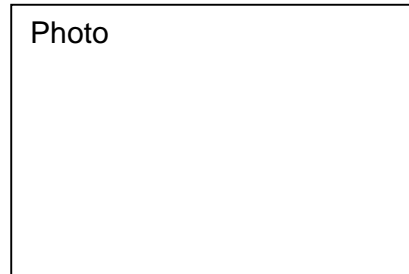
**LIGHT – SUBWAY LIGHT –  
SUBWAY LIGHT DAMAGED OR DIRTY**

[Defect Class = LT21]

**Defect Scope Description**

Light illuminating subway damaged or dirty.

Photo



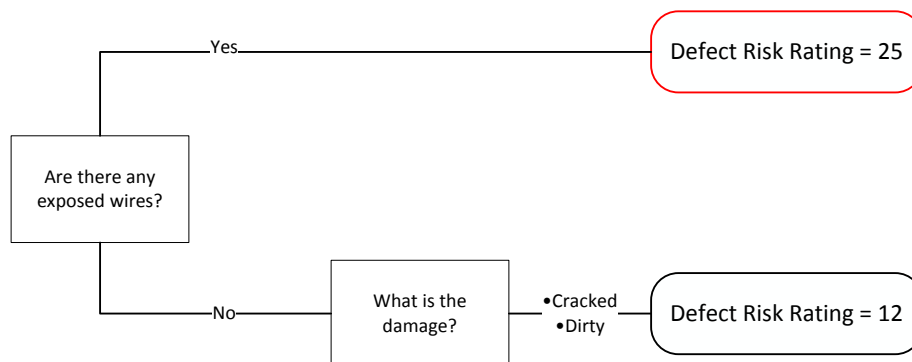
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	
	No	
What is the damage? (Mandatory)	Cracked	Only asked if answer to Q1 is "No"
	Dirty	

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.





### 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
Category 5	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

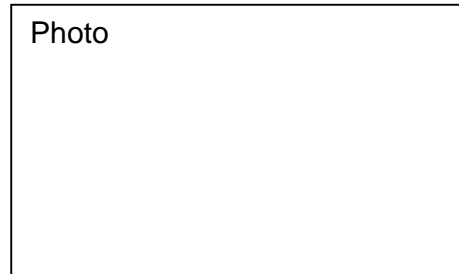
**LIGHT – SUBWAY LIGHT –  
SUBWAY LIGHT OUT OR FLICKERING**

[Defect Class = LT22]

**Defect Scope Description**

A light illuminating a subway that is out or flickering.

Photo



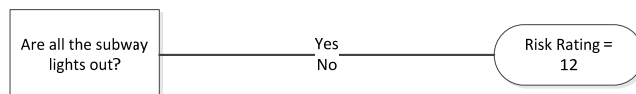
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Are all the subway lights out? (Mandatory)	Yes
	No

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
Category 5	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

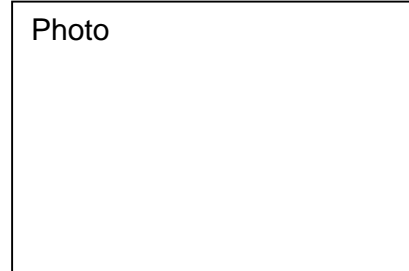
## LIGHT – SUBWAY LIGHT – SUBWAY EQUIPMENT HANGING

[Defect Class = LT26]

### Defect Scope Description

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

Photo



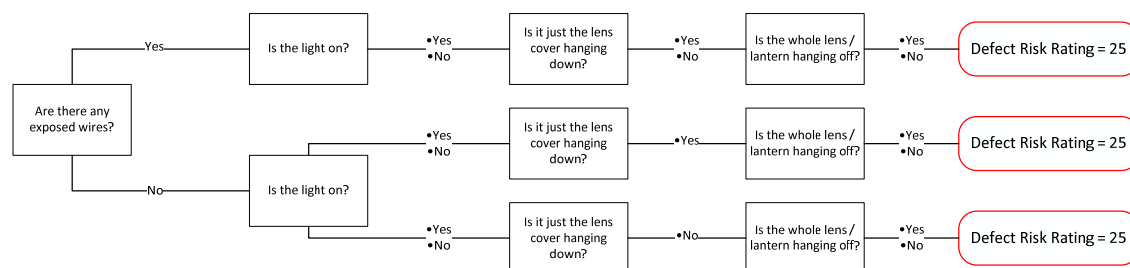
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Are there any exposed wires? (Mandatory)	Yes
	No
Is just the lens cover hanging down? (Mandatory)	Yes
	No
Is the whole lens/lantern hanging off? (Mandatory)	Yes
	No
Is the light on? (Optional)	Yes
	No

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
		2hr	n/a	LUH1

### 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 – DEFAULT OBSTRUCTION / ENCROACHMENT**

[Defect Class = OB00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	OBD1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 (Flyposting, etc.)

[Defect Class = OB01]

### Defect Scope Description

Unauthorised posters / signs, advertising events / companies, placed on highway street furniture.



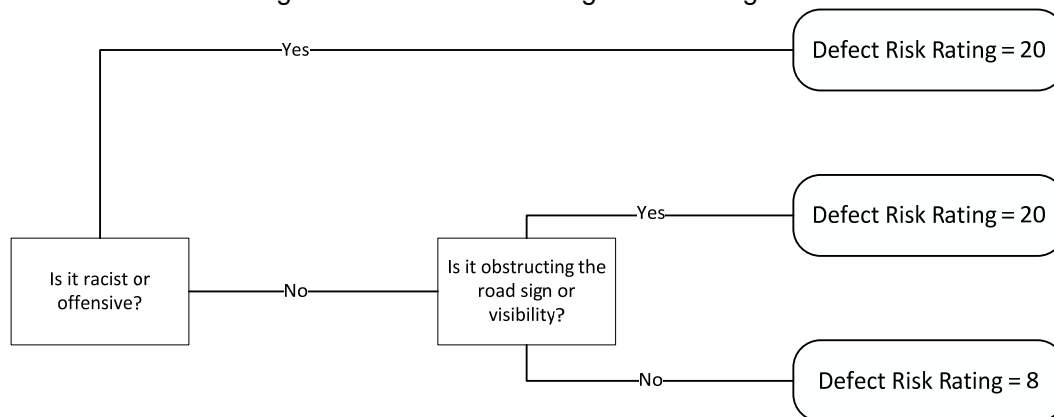
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Is it racist or offensive? (Mandatory)	Yes	
	No	
Is it obstructing the road sign or visibility? (Mandatory)	Yes	Only asked if answer to Q1 is "No"
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Category 1	20	n/a	5 working days	OAV3
Category 2(M)	8 – 5	n/a	Assess & Decide Strategy	OAV6

### 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 Scope Description

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



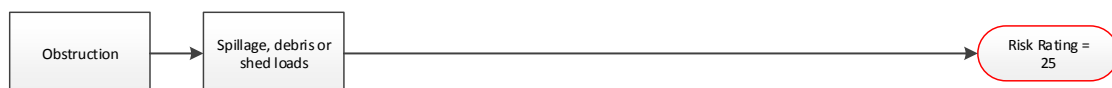
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Where is the spillage / debris or shed load? (Mandatory)	Edge of road
	Centre of road
If the surface has been damaged by spillage, what material has been spilt? E.g. oil, stones, diesel, petrol, etc (Optional)	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	Assess & Decide Strategy	OSL1

### 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 – DUMPED OR ABANDONED VEHICLE ON HIGHWAY**

[Defect Class = OB03]

### **Defect Scope Description**

Vehicle dumped / abandoned and encroaching onto highway.



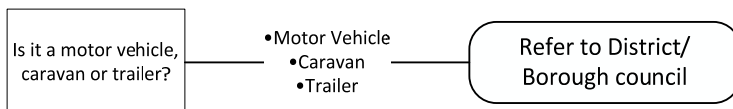
### **Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is it a motor vehicle, caravan or trailer?	Motor Vehicle
	Caravan
	Trailer

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



**OBSTRUCTION / ENCROACHMENT –  
FLY TIPPING ON VERGE**

[Defect Class = OB04]

**Defect Scope Description**

Fly tipping / dumping of waste off the highway

Photo

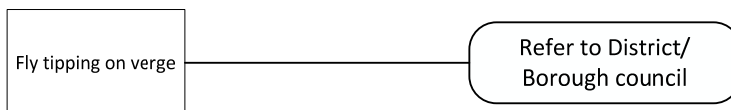
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Fly tipping off carriageway	Refer to district borough council

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



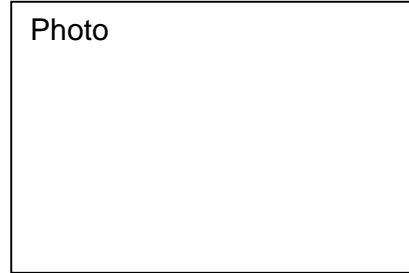
## OBSTRUCTION / ENCROACHMENT – FLY TIPPING ON-ROAD OR FOOTWAY

[Defect Class = OB05]

### Defect Scope Description

Intentionally throwing waste off a vehicle on the carriageway.

Photo



### Defect Specific Additional Details

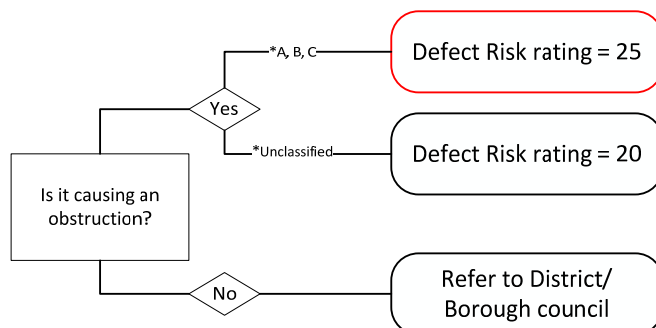
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is it causing an obstruction? (Mandatory)	Yes
	No

\* To be derived from Network information if location is reported through interactive web mapping.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	Assess & Decide Strategy	OFT1
Category 1	20	24hr	Assess & Decide Strategy	OFT2

### 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 –  
DANGEROUS USE OF THE HIGHWAY (SKIPS, SCAFFOLD, BUILDING  
MATERIALS, SEATING ETC)**

[Defect Class = OB11]

**Defect Scope Description**

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

Photo



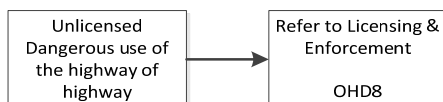
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Improper use of the highway	Refer to Licensing and Enforcement

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



## **PUBLIC RIGHTS OF WAY – DEFAULT PUBLIC RIGHTS OF WAY**

[Defect Class = PW00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	n/a	Refer to Public Rights of Way RWD8

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

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

\*to be ascertained from Location Information



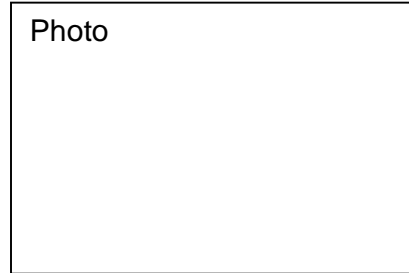
## **PUBLIC RIGHTS OF WAY – PUBLIC RIGHTS OF WAY BLOCKAGE**

[Defect Class = PW01]

### **Defect Scope Description**

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

Photo



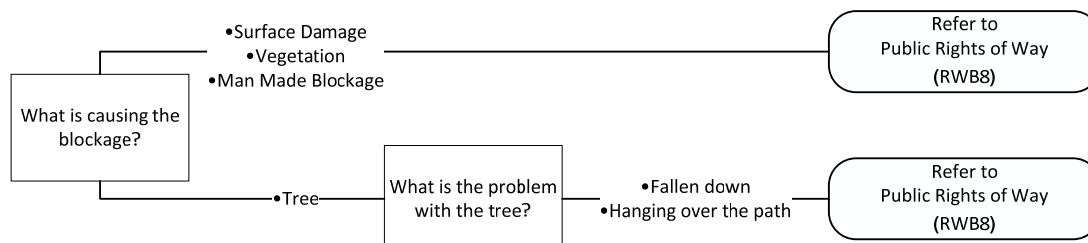
### **Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is causing the blockage? (Mandatory)	Surface Damage
	Vegetation
	Man Made Blockage (i.e. fence, building, restrictions, etc.)
	Tree
What is the problem with the tree? (Mandatory)	Fallen down
	Hanging over the path

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



**PUBLIC RIGHTS OF WAY –  
PUBLIC RIGHTS OF WAY ENCROACHMENT**

[Defect Class = PW02]

**Defect Scope Description**

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

Photo

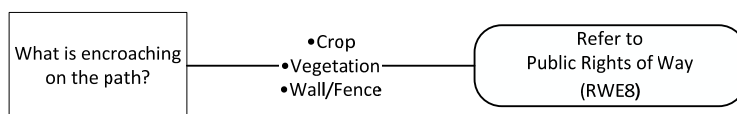
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is encroaching on the path? (Mandatory)	Crop
	Vegetation
	Wall/Fence

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



**PUBLIC RIGHTS OF WAY –  
PUBLIC RIGHTS OF WAY FLOODED**  
[Defect Class = PW03]

**Defect Scope Description**

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

Photo



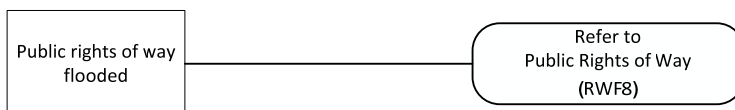
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Refer to Public Rights of Way team	

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



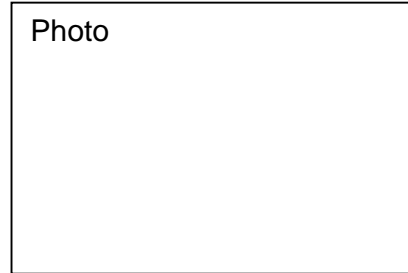
**PUBLIC RIGHTS OF WAY –  
PUBLIC RIGHT OF WAY STRUCTURE DAMAGED OR MISSING**

[Defect Class = PW05]

**Defect Scope Description**

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

Photo



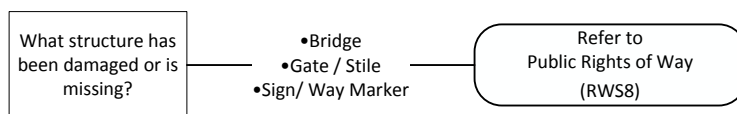
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What structure has been damaged or missing? (Mandatory)	Bridge
	Gate / Stile
	Sign/ Way Marker

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



## **ROAD AND CYCLE LANE – DEFAULT ROAD AND CYCLE LANE**

[Defect Class = CW00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.  
footways

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	CWD1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 – SUDDEN CHANGE IN SURFACE LEVEL

[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

### Defect Specific Additional Details

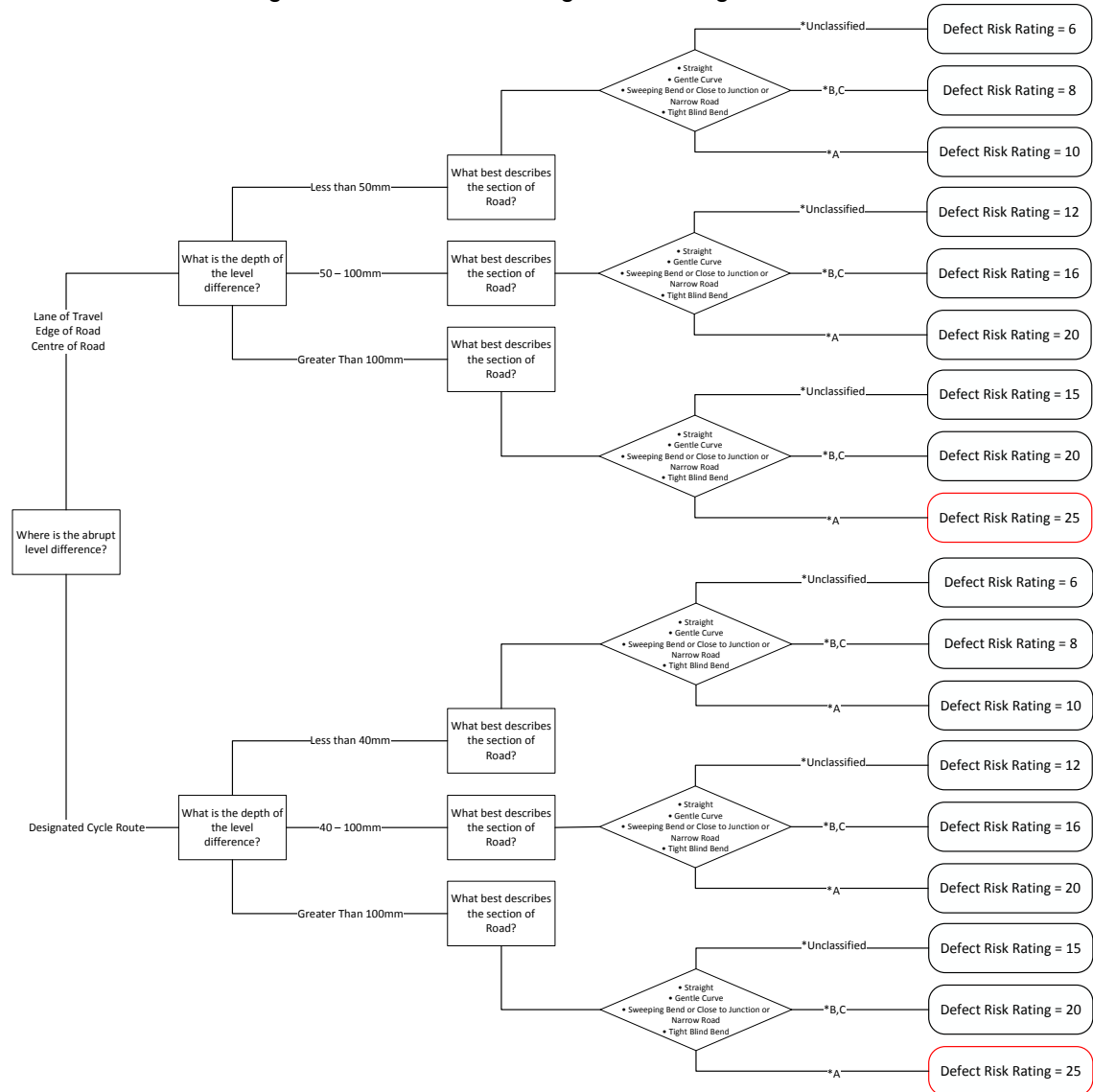
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Where is the abrupt level difference? <i>(Mandatory)</i>	Lane of Travel	
	Edge of Road	
	Centre of Road	
	Designated Cycle Route	
<b>Road</b> What is the depth of the level difference? <i>(Mandatory)</i>	Less than 50mm	Ask this question if the answer to Q1 is 'Lane of Travel / Edge of Road / Centre of Road'
	50– 100mm	
	Greater Than 100mm	
<b>Designated Cycle Route</b> What is the depth of the level difference? <i>(Mandatory)</i>	Less than 40mm	Ask this question if the answer to Q1 is 'Designated Cycle Route'
	40–100mm	
	More than 100mm	
What best describes the section of road <i>(Optional)</i>	Straight	
	Gentle Curve	
	Sweeping Bend or Close to Junction or Narrow road	
	Tight Blind Bend	

\* To be derived from Network information if location is reported through interactive web mapping.

## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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	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

## 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.*



### Defect Specific Additional Details

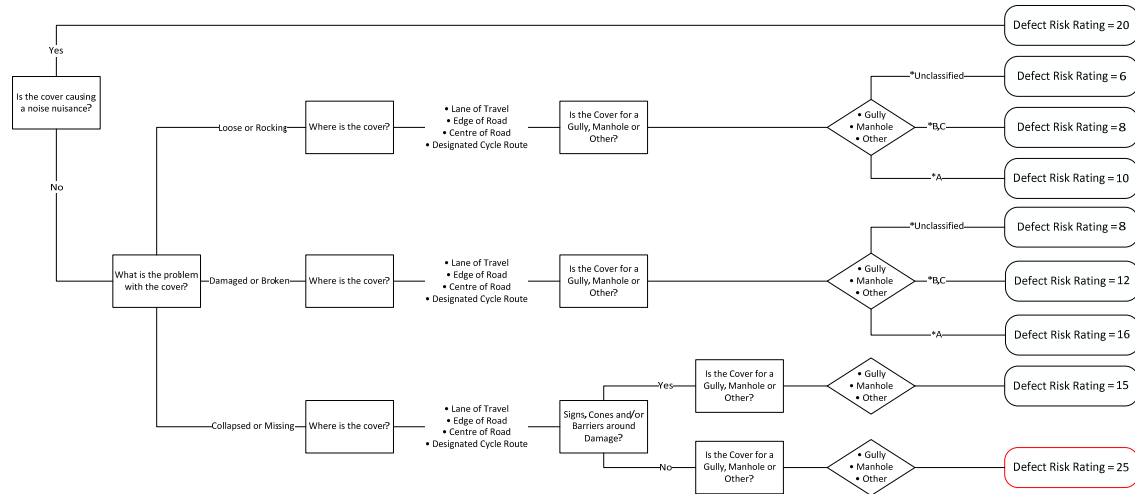
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Is the cover causing a noise nuisance? <i>(Mandatory)</i>	Yes	Only asked if answer to Q2 is "Collapsed or Missing"
	No	
What is the problem with the cover? <i>(Mandatory)</i>	Loose or Rocking	
	Broken or Damaged	
	Collapsed or Missing	
Where is the cover? <i>(Mandatory)</i>	Lane of Travel	
	Edge of Road	
	Centre of Road	
	Designated Cycle Route	
Signs, Cones and/or Barriers around Damage? <i>(Mandatory)</i>	Yes	
	No	
Is the Cover for a Gully, Manhole or Other? <i>(Optional)</i>	Gully	
	Manhole	
	Other	

\* To be derived from Network information if location is reported through interactive web mapping.

## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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	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

## Hazard Mitigation Responsibility Rules

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 any class road that has sunken relative to the surrounding road.  
(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.*



### Defect Specific Additional Details

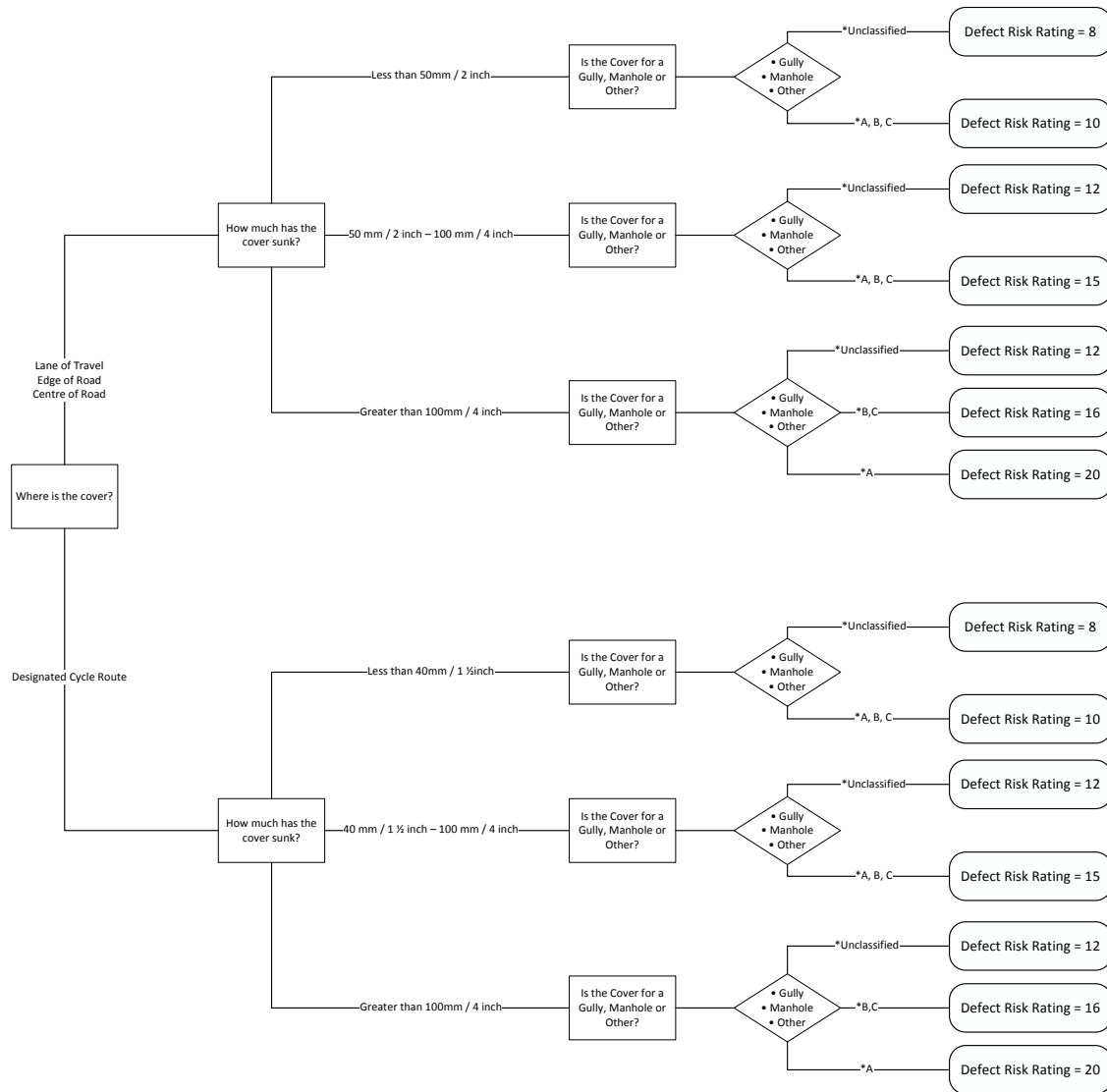
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Where is the cover? (Mandatory)	Lane of Travel	
	Edge of Road	
	Centre of Road	
	Designated Cycle Route	
<b>Road</b> How much has the cover sunk? Please provide your best estimate (Mandatory)	Less than 50mm / 2 inch	Ask this question if the answer to Q1 is 'Lane of Travel / Edge of Road / Centre of Road'
	50 mm / 2 inch – 100 mm / 4 inch	
	More than 100mm / 4 inch	
<b>Designated Cycle Route</b> How much has the cover sunk? Please provide your best estimate (Mandatory)	Less than 40mm / 1 ½ inch	Ask this question if the answer to Q1 is 'Designated Cycle Route'
	40 mm / 1 ½ inch – 100 mm / 4 inch	
	More than 100mm / 4 inch	
Is the Cover for a Gully, Manhole or Other? (Optional)	Gully	
	Manhole	
	Other	

\* To be derived from Network information if location is reported through interactive web mapping.

## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
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

### 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 – 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

### Defect Specific Additional Details

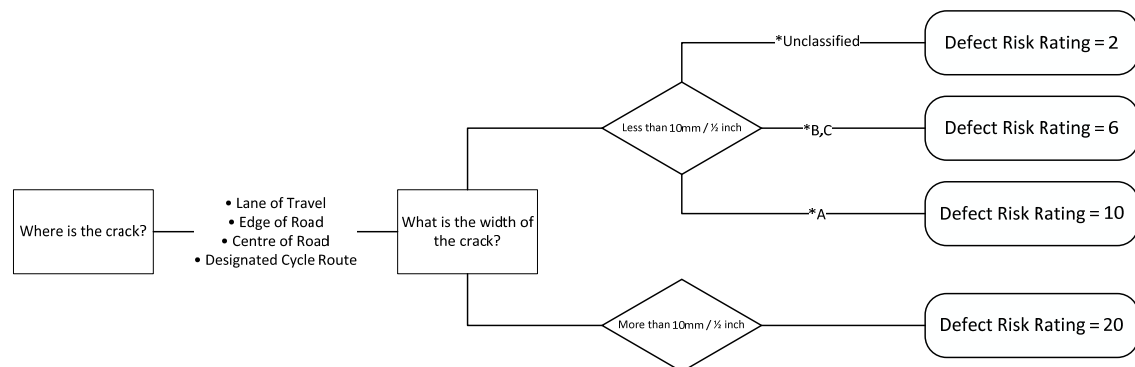
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Where is the crack? (Mandatory)	Lane of Travel
	Edge of Road
	Centre of Road
	Designated Cycle Route
What is the width of the crack? Please provide your best estimate (Mandatory)	Less than 10mm / ½ inch
	More than 10mm / ½ inch

\* To be derived from Network information if location is reported through interactive web mapping.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Category 1	20	n/a	5 working days	CCR3
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 CYCLE LANE – MUD ON ROAD OR CYCLE LANE

[Defect Class = CW05]

### Defect Class Description

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



### Defect Specific Additional Details

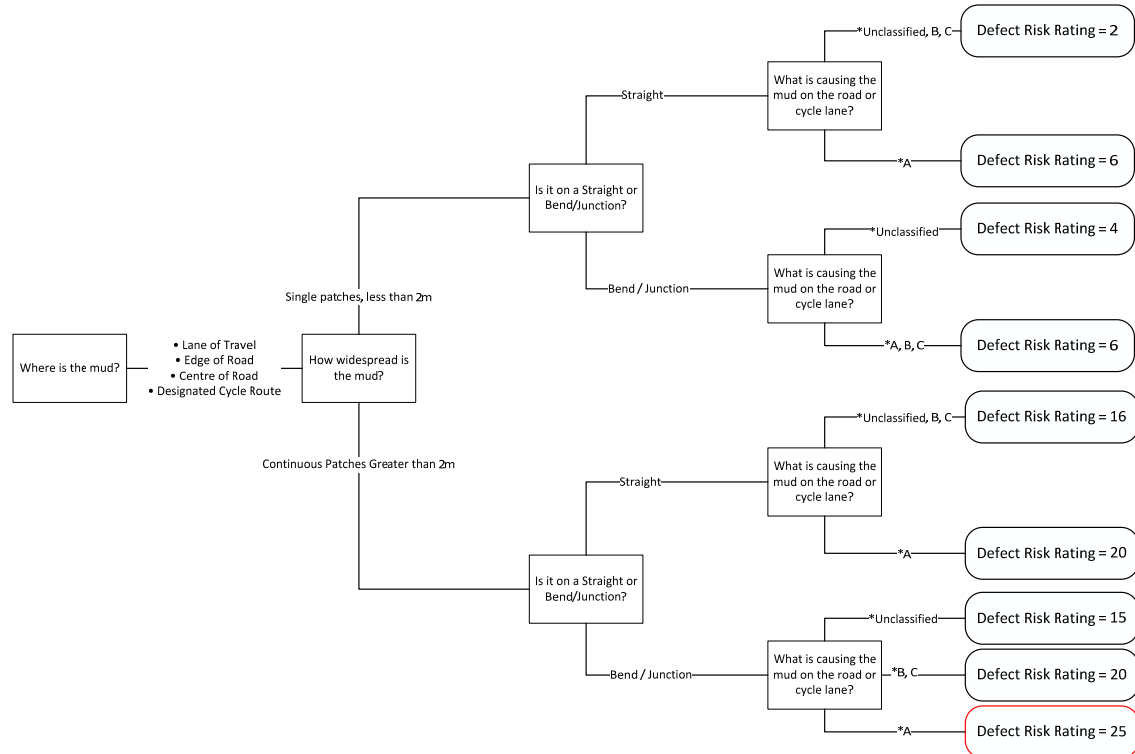
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Where is the mud? (Mandatory)	Lane of Travel
	Edge of Road
	Centre of Road
	Designated Cycle Route
How widespread is the mud? Please provide your best estimate (Mandatory)	Single patches, less than 2m
	Continuous area, greater than 2m
Is it on a Straight or Bend/Junction? (Mandatory)	Straight
	Bend / Junction
What is causing the mud on the road or cycle lane? (Optional)	Vehicles
	A property
	A site

\* To be derived from Network information if location is reported through interactive web mapping.

## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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	2hr	CMD1
Category 1	20	n/a	5 working days	CMD3
	15 – 16	n/a	20 working days	CMD4
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:

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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)



### Defect Specific Additional Details

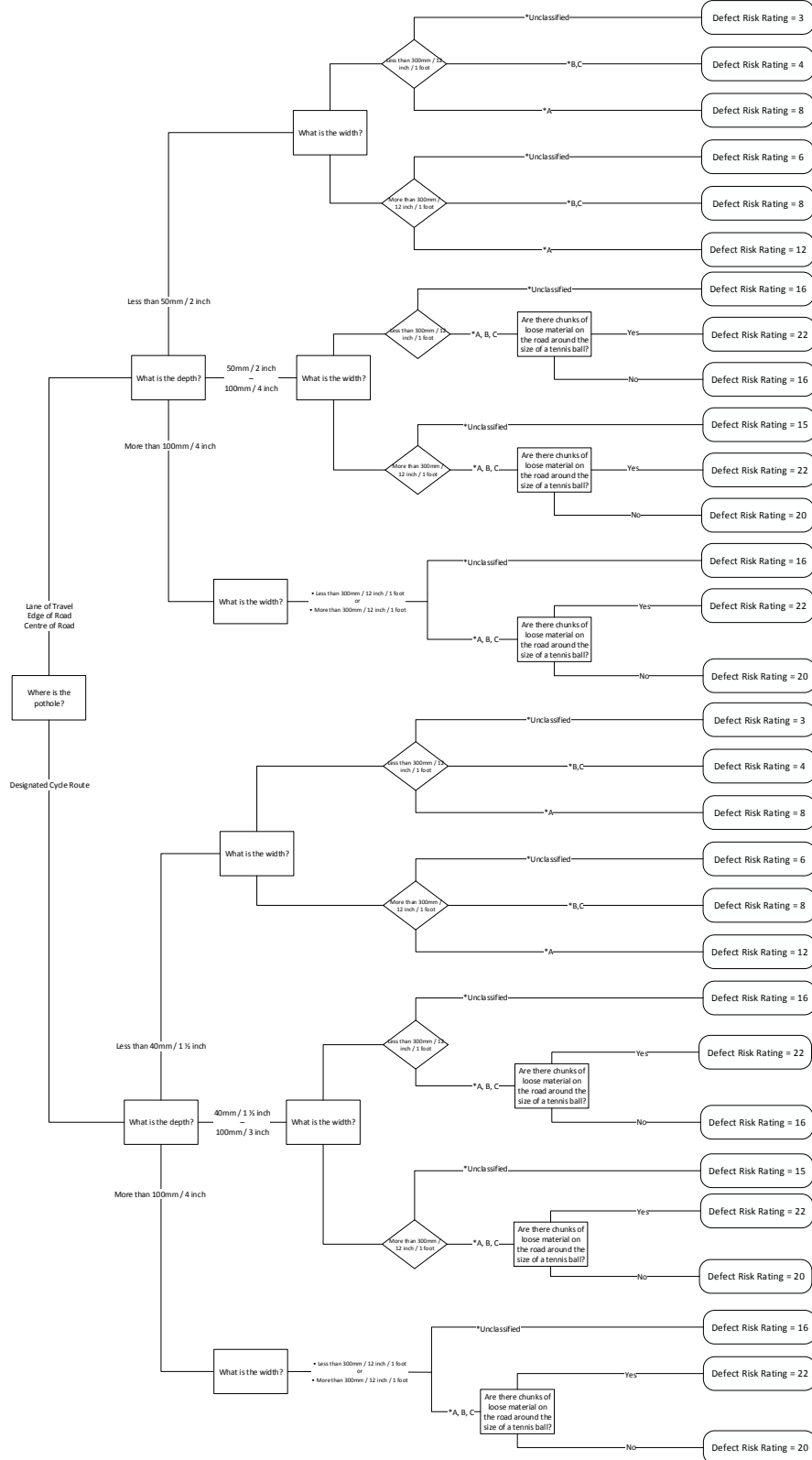
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Where is the pot hole? (Mandatory)	Lane of Travel	
	Edge of Road	
	Centre of Road	
	Designated Cycle Route	
<b>Road</b> What is the depth? Please provide your best estimate (Mandatory)	Less than 50mm / 2 inch	Ask this question if the answer to Q1 is 'Lane of Travel / Edge of Road / Centre of Road'
	50mm / 2 inch – 100mm / 4 inch	
	More than 100mm / 4 inch	
<b>Designated Cycle Route</b> What is the depth? Please provide your best estimate (Mandatory)	Less than 40mm / 1 ½ inch	Ask this question if the answer to Q1 is 'Designated Cycle Route'
	40mm / 1 ½ inch – 100mm / 3 inch	
	More than 100mm / 4 inch	
What is the width? Please provide your best estimate (Mandatory)	Less than 300mm / 12 inch / 1 foot	
	More than 300mm / 12 inch / 1 foot	
Are there chunks of loose material on the road around the size of a tennis ball? (Mandatory)	Yes	Only asked if answer to Q2 ( <b>Road</b> ) is not "Less than 50mm / 2 inch <sup>2</sup> or Q2 ( <b>Designated Cycle Route</b> ) is not "Less than 40mm / 1 ½ inch
	No	

\* To be derived from Network information if location is reported through interactive web mapping.

## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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
Category 1	22	24hr*	5 or 20 working days**	CPH2
	20	n/a	5 working days	CPH3
	15 – 16	n/a	20 working days	CPH4
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	CPH5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CPH6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CPH7

\*Please read in conjunction with the operation practice note regarding urgent response for carriageways and footways

\*\*Permanent remedy time subject to, location, traffic management requirements, materials and specialist equipment

## 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).



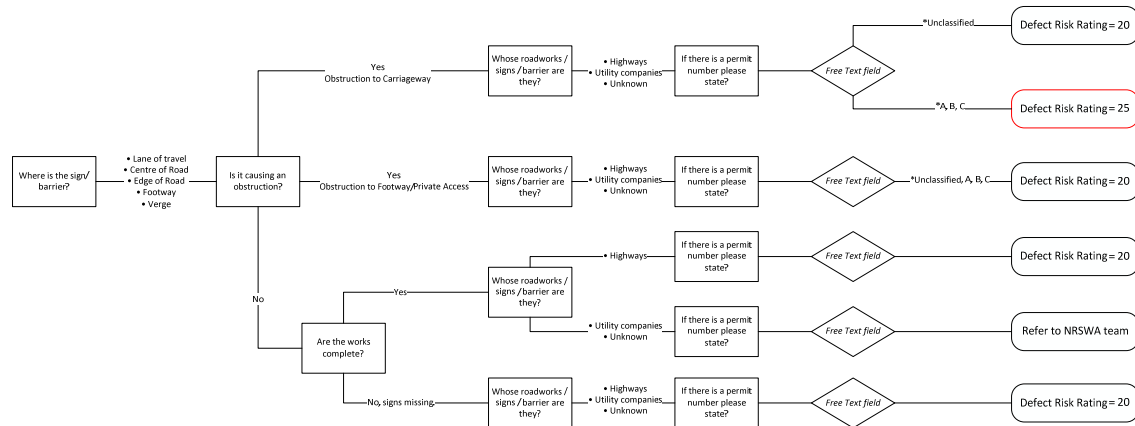
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Where is the sign/barrier? (Mandatory)	Lane of travel	
	Centre of Road	
	Edge of Road	
	Footway	
	Verge	
Is it causing an obstruction? (Mandatory)	Yes – Obstruction to Footway/Private Access	
	Yes – Obstruction to Carriageway	
	No	
Are the works complete? (Mandatory)	Yes	Ask this question if the answer to Q2 is 'No'
	No, signs missing.	
Whose roadworks / signs / barrier are they? (Mandatory)	Highways / Ringway / Hertfordshire County Council	
	Utility companies, e.g. Thames Water / BT	
	Unknown	
If there is a permit number please state? (Optional)		

\* To be derived from Network information if location is reported through interactive web mapping.

The Defect Risk Rating will be established using the following rules.



## 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	2hr	CRW1
Category 1	20	n/a	24hr	CRW2
Category 2(L)	1 – 4	n/a	n/a	CRW8 – NRSWA 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

\*to be ascertained from Location Information



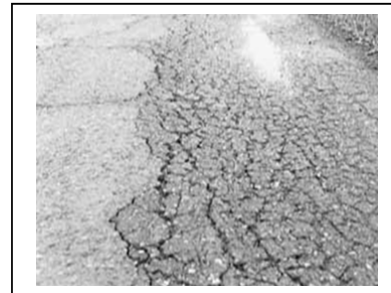
## ROAD AND CYCLE LANE – ROUGH, UNEVEN OR CRAZING SURFACE

[Defect Class = CW08]

### Defect Class Description

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 Road (e.g. failed trench) use CW01*



### Defect Specific Additional Details

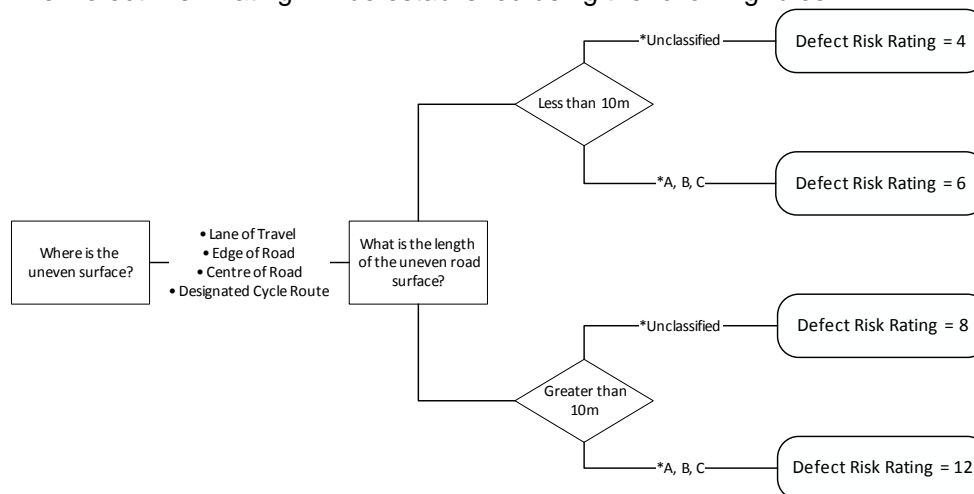
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Where is the uneven surface? (Mandatory)	Lane of Travel
	Edge of Road
	Centre of Road
	Designated Cycle Route
What is the length of the uneven road surface? Please provide your best estimate (Mandatory)	Less than 10m
	Greater than 10m

\* To be derived from Network information if location is reported through interactive web mapping.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Hazard Mitigation Response Time</b>	<b>Permanent Remedy Time</b>	<b>Enquiry Subject Code</b>
<b>Category 2(H)</b>	9 – 12	n/a	Assess & Decide Strategy	RSU5
<b>Category 2(M)</b>	5 – 8	n/a	Assess & Decide Strategy	RSU6
<b>Category 2(L)</b>	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:

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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

### Defect Specific Additional Details

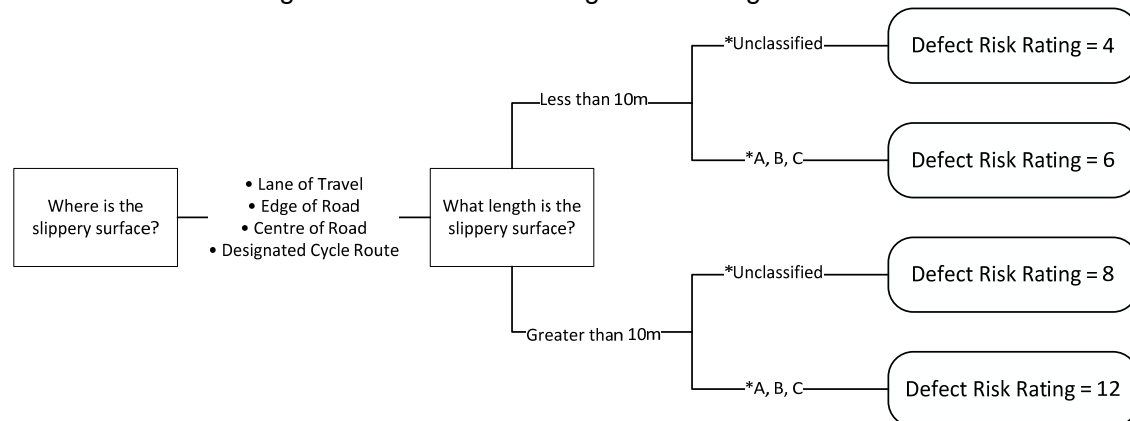
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Where is the slippery surface? (Mandatory)	Lane of Travel
	Edge of Road
	Centre of Road
	Designated Cycle Route
What length is the slippery surface? Please provide your best estimate (Mandatory)	Less than 10m
	Greater than 10m

\* To be derived from Network information if location is reported through interactive web mapping.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
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

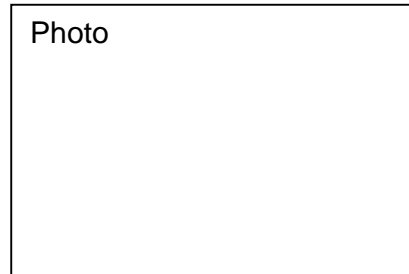
## ROAD AND CYCLE LANE – ROAD TRAFFIC INCIDENT (SPILLAGE, SURFACE DAMAGE BY FIRE ETC)

[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



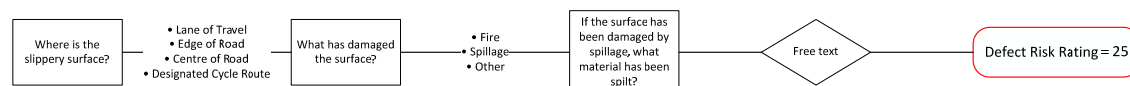
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Where is the surface damage? (Mandatory)	Lane of Travel
	Edge of Road
	Centre of Road
	Designated Cycle Route
What has damaged the surface? (Mandatory)	Fire
	Spillage
	Other
If the surface has been damaged by spillage, what material has been spilt? E.g. Oil, Stones, Diesel, Petrol, etc (Optional)	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	Assess and Decide Strategy	CFS1

### 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 – MARKINGS MISSING OR FADED

[Defect Class = CW11]

### Defect Scope Description

Road markings are either missing in part or whole, or have been worn away.



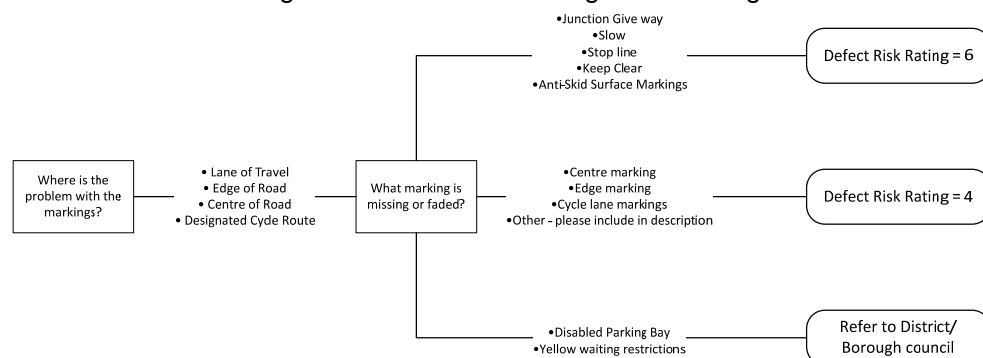
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Where is the problem with the markings? (Mandatory)	Lane of Travel
	Edge of Road
	Centre of Road
What marking is missing or faded? (Mandatory)	Centre marking
	Edge marking
	Junction Give way
	Slow
	Stop Line
	Keep Clear
	Disabled Parking Bay
	Yellow waiting restrictions
	Cycle lane markings
	Anti-Skid Surface Markings
	Other – please include in description

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CRM6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CRM7
Referral	0	n/a	n/a	Refer to 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	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 Scope Description

Road studs / cat's-eyes missing or damaged.



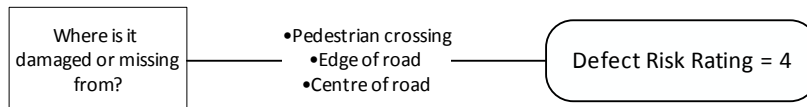
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Where is it damaged or missing from? (Mandatory)	Pedestrian Crossing
	Edge of Road
	Centre of Road

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Hazard Mitigation Response Time</b>	<b>Permanent Remedy Time</b>	<b>Enquiry Subject Code</b>
<b>Category 2(L)</b>	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:

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 Scope Description

Safety barrier damaged (from vehicular impact) or completely missing



### Defect Specific Additional Details

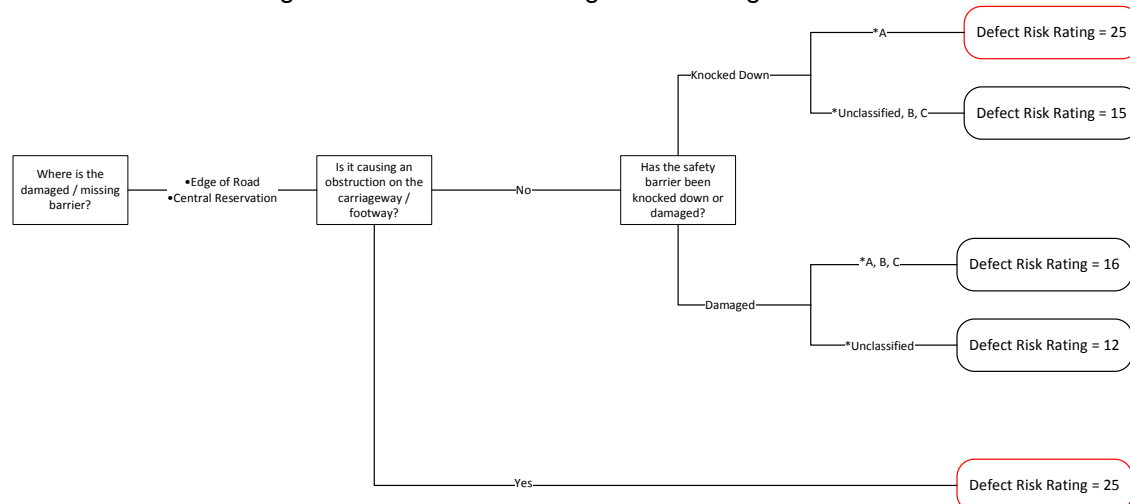
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Where is the damaged / missing barrier? <i>(Mandatory)</i>	Edge of Road	
	Central Reservation	
Is it causing an obstruction on the carriageway / footway? <i>(Mandatory)</i>	Yes	
	No	
Has the safety barrier been knocked down or damaged? <i>(Mandatory)</i>	Knocked Down	Only asked if answer to Q2 is “No”
	Damaged	

\* To be derived from Network information if location is reported through interactive web mapping.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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	2hr	Assess and Decide Strategy	CSF1
Category 1	15 – 16	n/a	20 working days	CSF4
Category 2(H)	9 – 12	n/a	Assess and Decide Strategy	CSF5

## 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

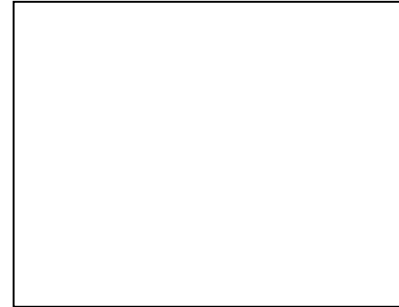
\*to be ascertained from Location Information

## ROAD AND CYCLE LANE – DAMAGED OR MISSING ROAD HUMP

[Defect Class = CW14]

### Defect Scope Description

Missing or Damaged Road Hump such as tarmacked speed hump / preformed plastic speed cushion / Block Paved Speed Hump.



### Defect Specific Additional Details

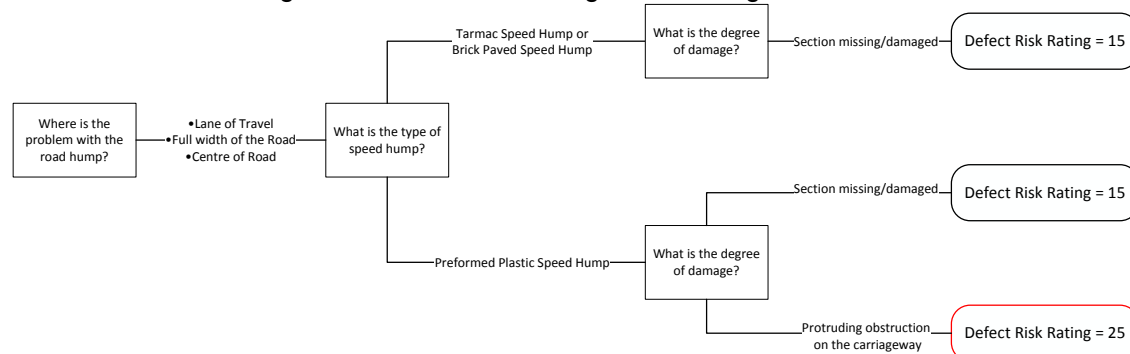
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Where is the problem with the road hump? (Mandatory)	Lane of Travel
	Full width of the Road
	Centre of Road
What is the type of speed hump? (Mandatory)	Tarmac Speed Hump OR Brick Paved Speed Hump
	Preformed Plastic Speed Hump
What is the degree of damage? (Mandatory)	Section Missing / Damaged
	Protruding obstruction on the carriageway

\* To be derived from Network information if location is reported through interactive web mapping.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	Assess and Decide Strategy	CSC1
Category 1	15 – 16	n/a	20 working days	CSC4

### 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

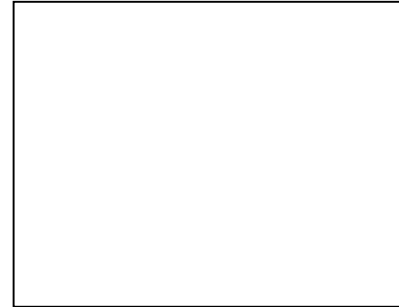
\*to be ascertained from Location Information

## 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.



### Defect Specific Additional Details

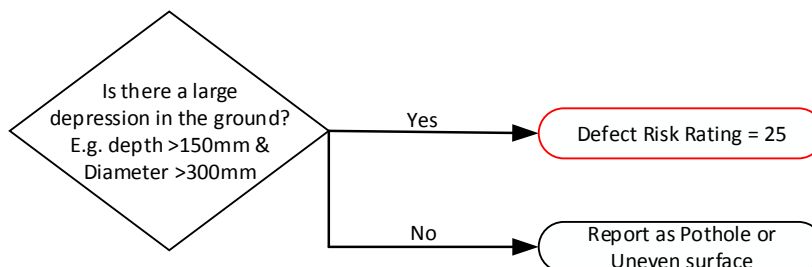
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Where is the surface damage? (Mandatory)	Lane of Travel
	Edge of Road
	Centre of Road
	Footway
	Verge
Is there clear excessive depreciation in the ground? e.g. – depth greater than 150mm and diameter greater than 300mm (Mandatory)	Yes
	No

\* To be derived from Network information if location is reported through interactive web mapping.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	Assess and Decide Strategy	CSH1

### 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 – DEFAULT SIGNS AND STREET NAME PLATES**

[Defect Class = SI00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	SSD1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

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

\*to be ascertained from Location Information

## ELECTRONIC SIGNS, RISING BOLLARDS & ENFORCEMENT CAMERAS – FLASHING WARNING SIGN DAMAGED

[Defect Class = SE01]

### Defect Scope Description

Flashing sign warning vehicular traffic of speed limit.

Photo

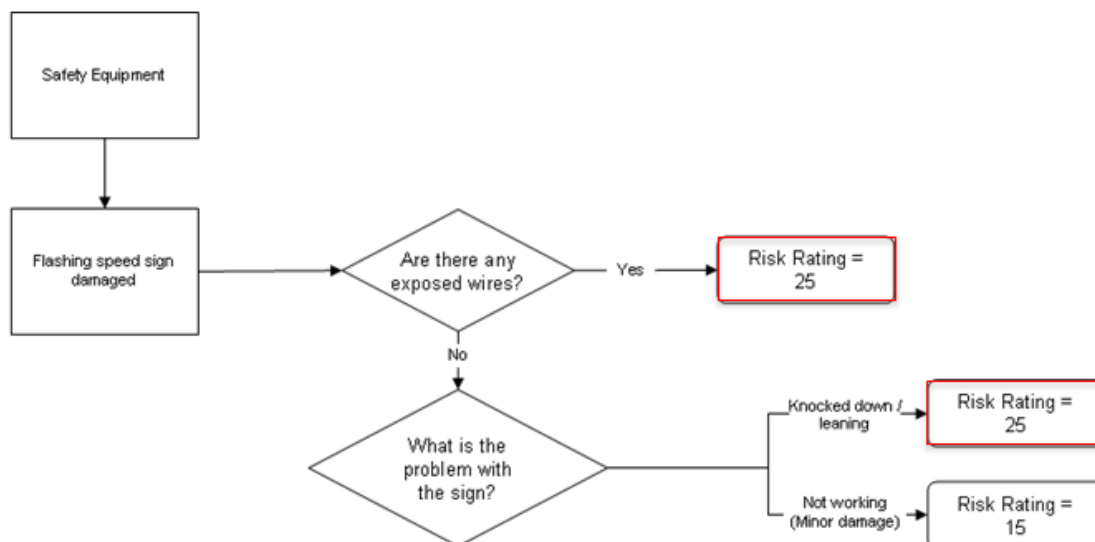
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	
	No	
What is the problem with the sign? (Mandatory)	Knocked down / Leaning	Only asked if answer to Q1 is “No”
	Not Working (minor damage)	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Special Maintenance	15	24hr	n/a	SFS3

### 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

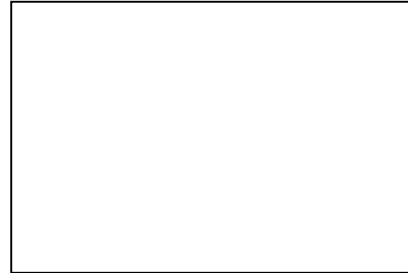
\*to be ascertained from Location Information

## ELECTRONIC SIGNS, RISING BOLLARDS & ENFORCEMENT CAMERAS – ENFORCEMENT CAMERA DAMAGED

[Defect Class = SE02]

### Defect Scope Description

Camera that measures on going traffic speeds.

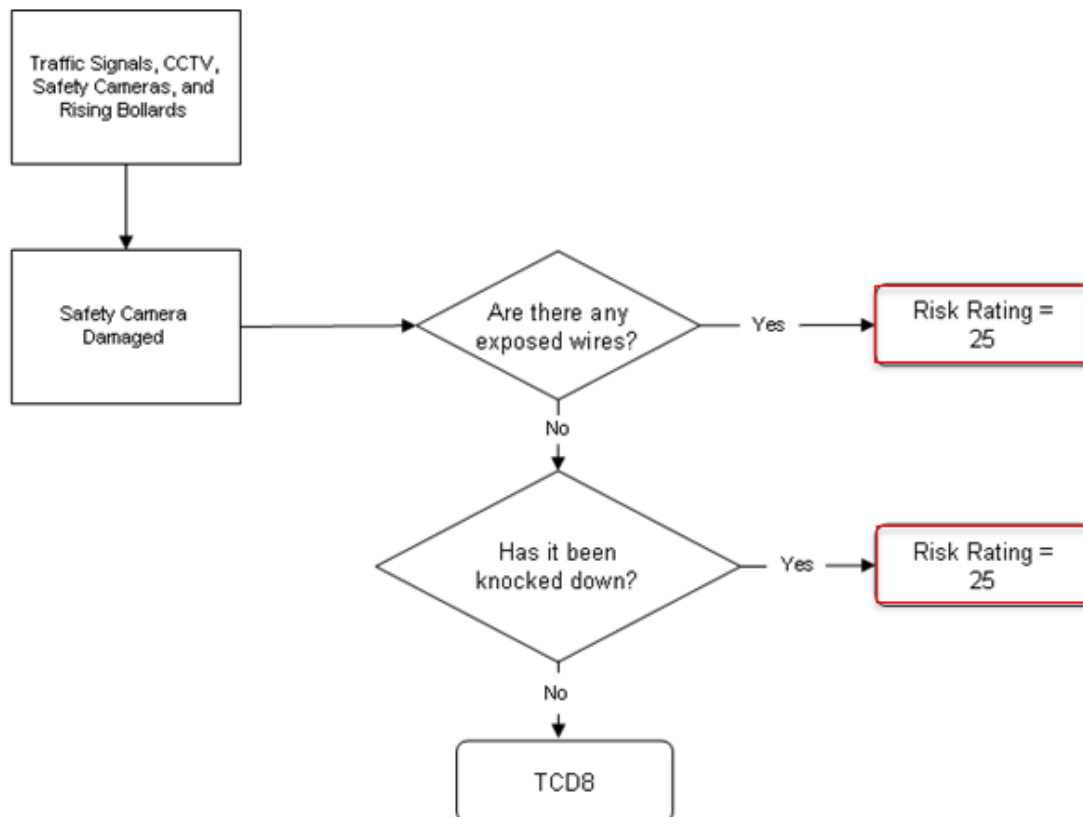


### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Are there any exposed wires? (Mandatory)	Yes
	No
Has it been knocked down? (Mandatory)	Yes
	No

### Summary Defect Risk Assessment



### 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
Referral	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 Scope Description

Road sign face damaged, missing or dirty/obscured



### Defect Specific Additional Details

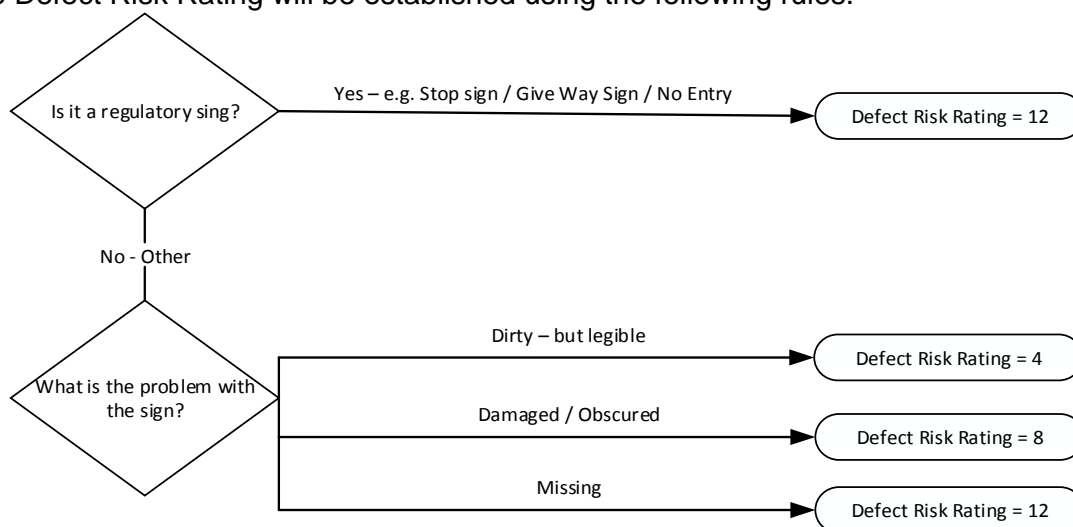
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Is it a regulatory sign? (A regulatory sign gives a mandatory instruction). (Mandatory)	Yes – e.g. Stop Sign, Give Way, No Entry.	
	No - Other	
What is the problem with the sign? (Mandatory)	Dirty – but legible	Only asked if answer to is “No - Other”
	Damaged / Obscured	
	Missing	

**NOTE: Regulatory Sign is classified as on the next page.**

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.





601.1



602



606



610

Not including bollards



614



615



619



670

Terminal Signage (all limits)  
i.e. Speed limit change



521



520



515



512



506.1



507.1

### 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
Category 2(H)	9 – 12	n/a	Assess and Decide Strategy	STO5
Category 2(M)	5 – 8	n/a	Assess and Decide Strategy	STO6
Category 2(L)	1 – 4	n/a	Assess and Decide Strategy	STO7

### 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 – STREET NAME PLATE DAMAGED OR MISSING**

[Defect Class = SI04]

### **Defect Scope Description**

Nameplate of street missing or damaged



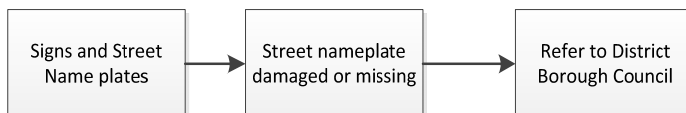
### **Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Street name plate damaged / missing	Refer to district / borough council

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



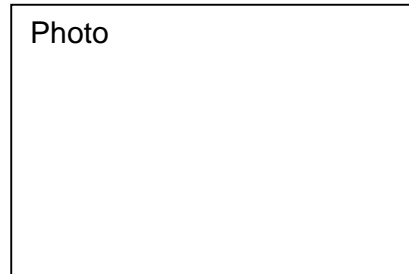
## **SIGNS AND STREET NAME PLATES – UNLIT SIGN KNOCKED DOWN OR LEANING**

[Defect Class = SI07]

### **Defect Scope Description**

Unlit road sign knocked down

Photo



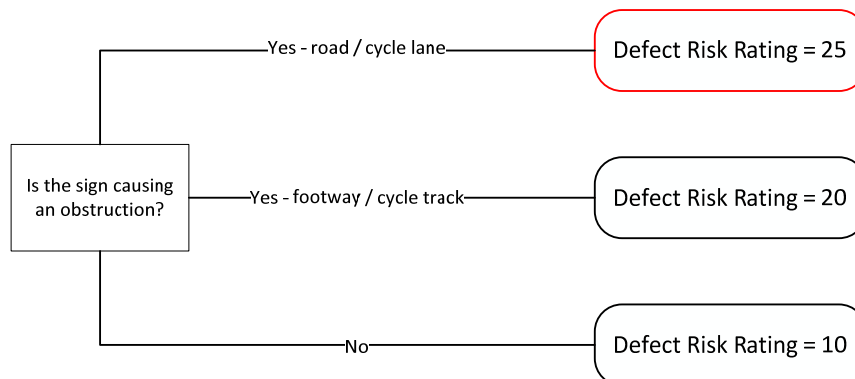
### **Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is the sign causing an obstruction? (Mandatory)	Yes - road / cycle lane
	Yes - footway / cycle track
	No

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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	2hr	Assess and Decide Strategy	SKD1
Category 1	20	24hr	Assess and Decide Strategy	SKD2
Category 2(H)	9 – 12	n/a	Assess and Decide Strategy	SKD5

### 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 AND PARKING ISSUES – DEFAULT TRAFFIC AND PARKING ISSUES**

[Defect Class = TP00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.



### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	TPD1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 AND PARKING ISSUES – CONGESTION, SPEEDING, PARKING OR NOISE

[Defect Class = TP01]

### Defect Scope Description

Congestion, speeding, parking obstruction or excessive noise on highway.



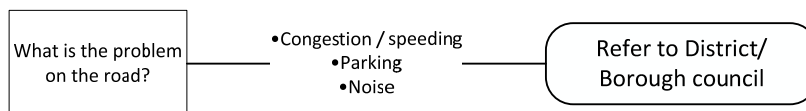
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the problem on the road? (Mandatory)	Congestion / speeding
	Parking
	Noise

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## **TRAFFIC AND PARKING ISSUES – CONTRAVENTION OF AN EXISTING PARKING RESTRICTION**

[Defect Class = TP02]

### **Defect Scope Description**

Parking in restricted area

Photo



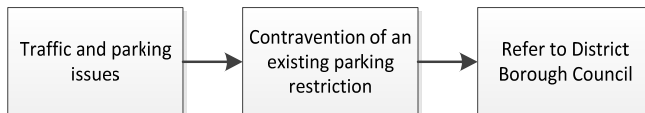
### **Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

<b>Information requested</b>	<b>Response Choice</b>
Contravention of an existing parking restriction	Refer to District Borough Council

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



## **TRAFFIC AND PARKING ISSUES – HEAVY GOODS VEHICLES ISSUES**

[Defect Class = TP03]

### **Defect Scope Description**

HGV vehicles on weight restricted road or causing other issues.

Photo



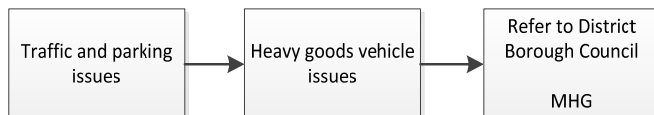
### **Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

<b>Information requested</b>	<b>Response Choice</b>
Heavy goods vehicle issues	Refer to District Borough Council

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



**TRAFFIC AND PARKING ISSUES –  
PARKING RESTRICTIONS QUERY / REQUEST**

[Defect Class = TP04]

**Defect Scope Description**

Request for parking restrictions

Photo



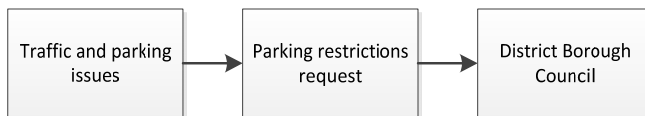
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Parking restrictions request	Refer to District Borough Council

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.





## **TRAFFIC AND PARKING ISSUES – PERMITS OR PAID PARKING**

[Defect Class = TP05]

### **Defect Scope Description**

Request for parking permit or paid parking on the street

Photo



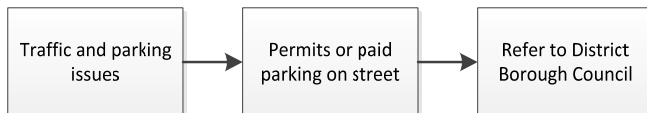
### **Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

<b>Information requested</b>	<b>Response Choice</b>
Permits or paid parking on street	Refer to District Borough Council

### **Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



## **TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS – DEFAULT TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS**

[Defect Class = TS00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	TBD1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 TIMING PROBLEM

[Defect Class = TS01]

### Defect Scope Description

Signal timing out of sequence etc.

Photo

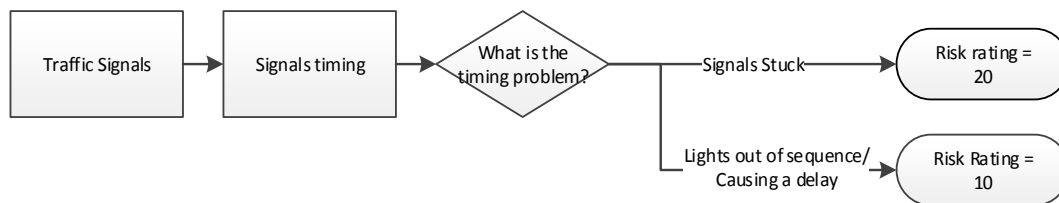
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the timing problem? (Mandatory)	Signals stuck.
	Lights out of sequence / causing a delay.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Urgent	20	6hr	n/a	TST2
General Maintenance	10	48hr	n/a	TST4

### 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– TEMPORARY ROADWORK TRAFFIC SIGNALS PROBLEM

[Defect Class = TS02]

### Defect Scope Description

Temporary traffic signal for roadworks has a technical malfunction.



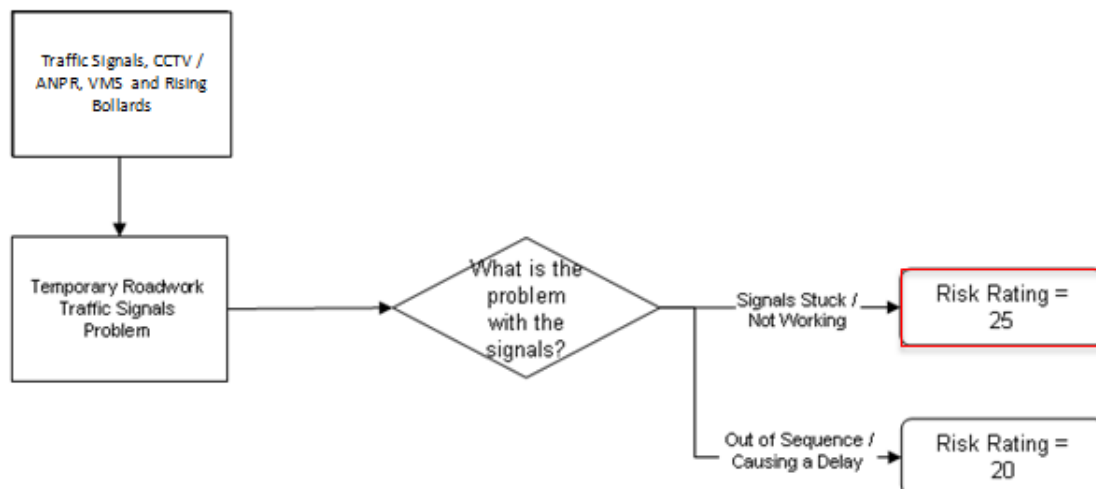
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the problem with the signals? (Mandatory)	Signals not working
	Signals stuck
	Out of sequence / causing a delay

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



***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:

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Hazard Mitigation Response Time</b>	<b>Permanent Remedy Time</b>	<b>Enquiry Subject Code</b>
<b>Emergency</b>	25	n/a	2hr	TRW1
<b>Category 1</b>	20	n/a	24hr	TRW2

### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

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

\*to be ascertained from Location Information

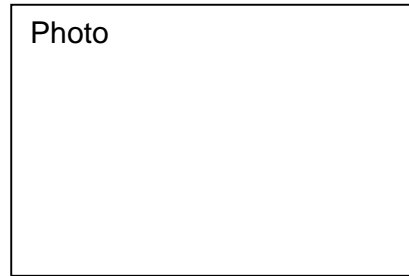
## TRAFFIC SIGNALS – TRAFFIC SIGNAL LIGHTS OUT

[Defect Class = TS03]

### Defect Scope Description

One or more traffic signal light(s) not working.

Photo



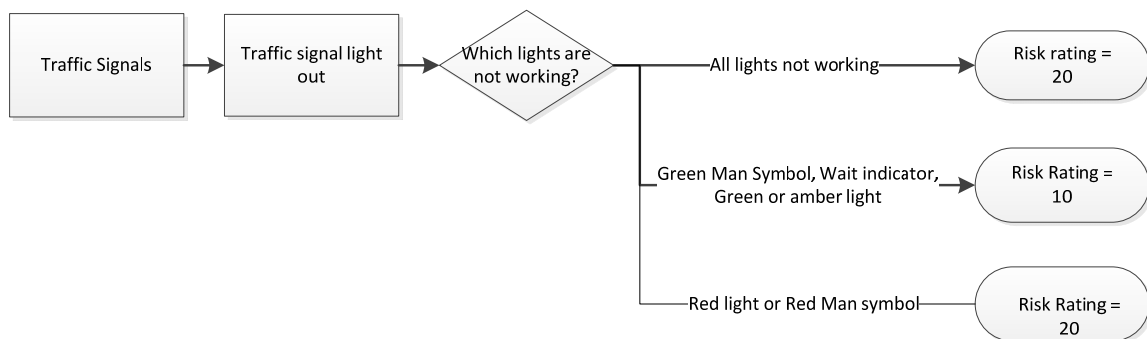
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Which lights are not working? (Mandatory)	Green Man Symbol, Wait indicator, Green or Amber light
	Red light or Red Man symbol
	All lights not working

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Urgent	20	6hr	n/a	TSO2
General Maintenance	10	48hr	n/a	TSO4

### 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 – TRAFFIC SIGNALS KNOCKED DOWN OR DAMAGED

[Defect Class = TS04]

### Defect Scope Description

Traffic signals damaged from vehicular impact, traffic signal deflected /cracked / light cover smashed.



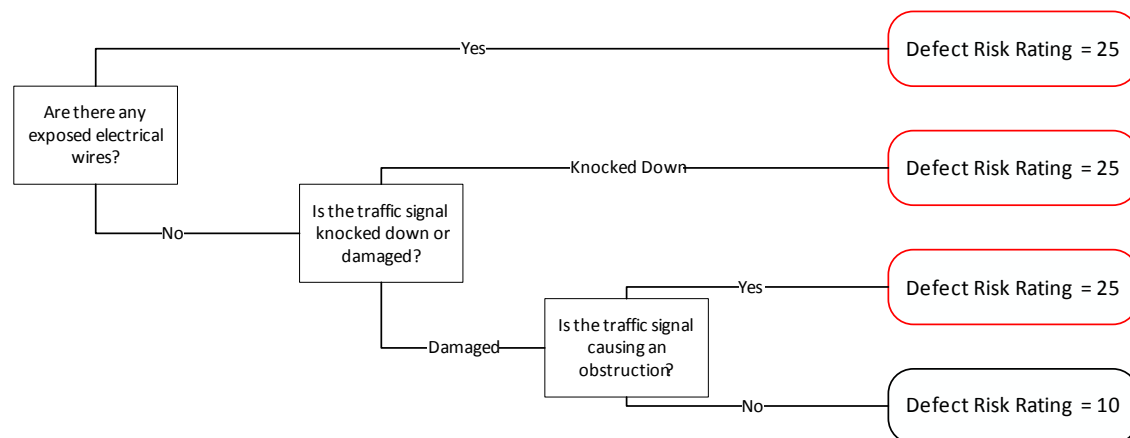
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed electrical wires? (Mandatory)	Yes	
	No	
Is the traffic signal knocked down or damaged? (Mandatory)	Knocked Down	Only asked if answer to Q1 is "No"
	Damaged	
Is the traffic signal causing an obstruction? (Mandatory)	Yes	Ask this question if the answer to Q2 is 'Damaged'
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
General Maintenance	10	48hr	n/a	TSD2

### 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

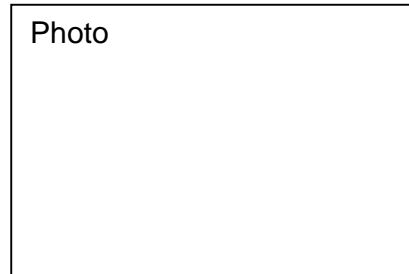
## TRAFFIC SIGNALS, CCTV/ANPR, VMS AND RISING BOLLARDS – TRAFFIC SIGNALS DIRTY OR OBSCURED

[Defect Class = TS05]

### Defect Scope Description

Traffic signals dirty, obscured from overgrown vegetation or facing the wrong way.

Photo



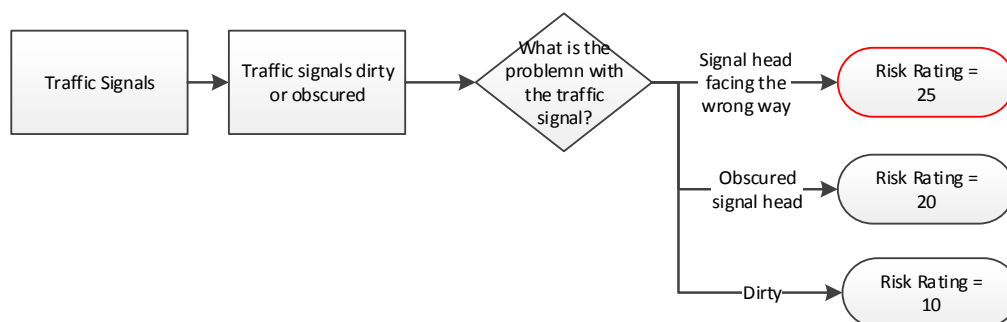
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the problem with the traffic signal? (Mandatory)	Signal head facing the wrong way
	Obscured signal head
	Dirty

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	n/a	TSV1
Urgent	20	6hr	n/a	TSV2
General Maintenance	10	48hr	n/a	TSV4

### 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 –  
BLEEPERS NOT WORKING OR TOO LOUD**

[Defect Class = TS06]

**Defect Scope Description**

Beeper is not work or too loud.

Photo

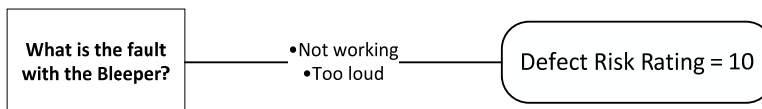
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the fault with the Beeper? (Mandatory)	Not working
	Too Loud

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
General Maintenance	10	48hr	n/a	TSB4

### 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

## ELECTRONIC SIGNS, RISING BOLLARDS & ENFORCEMENT CAMERAS – RISING BOLLARD DAMAGED

[Defect Class = SF04]

### Defect Scope Description

Bollards which are able to rise into position and lowered to allow / control vehicles passing over.

### Defect Specific Additional Details

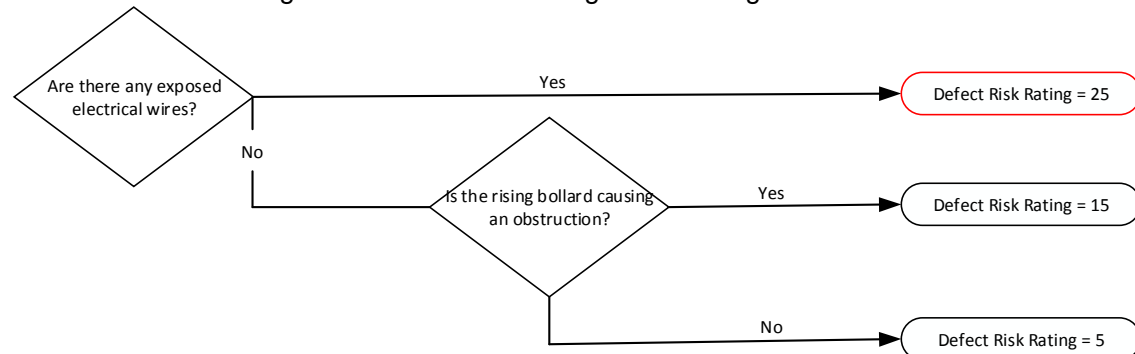
Photo

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed electrical wires? (Mandatory)	Yes	
	No	
Is the rising bollard causing an obstruction? (Mandatory)	Yes	Ask this question if the answer to Q1 is 'no'
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Special Maintenance	15	24hr	n/a	TRB3
Special Maintenance	5	n/a	72hr	TRB5

### 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



## ELECTRONIC SIGNS, RISING BOLLARDS & ENFORCEMENT CAMERAS – RISING BOLLARD STUCK

[Defect Class = SF05]

### Defect Scope Description

Bollards which are able to rise into position and lowered to allow / control vehicles passing over.

### Defect Specific Additional Details

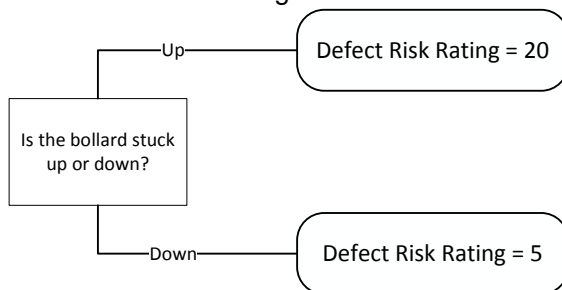
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Photo

Information requested	Response Choice
Is the bollard stuck up or down? <i>(Mandatory)</i>	Up
	Down

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Urgent	20	6hr	n/a	TRS2
Special Maintenance	5	n/a	72hr	TRS5

### 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 INSTALLATION DAMAGED

[Defect Class = CC02]

### Defect Class Description

CCTV damaged - camera damage, pole damage etc from vehicular impact or vandalism.

Photo

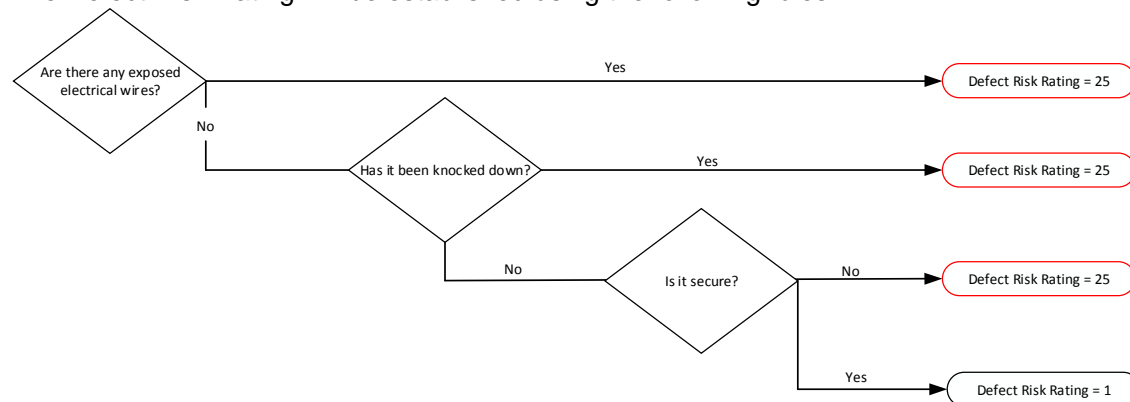
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Are there any exposed electrical wires? (Mandatory)	Yes	
	No	
Has it been knocked down? (Mandatory)	Yes	Only Asked if answer to Q1 is "No"
	No	
Is it secure? (Mandatory)	Yes	Only Asked if answer to Q2 is "No"
	No	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
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

## ELECTRONIC SIGNS, RISING BOLLARDS & ENFORCEMENT CAMERAS– VARIABLE MESSAGE SIGN (VMS) DAMAGED OR NOT FUNCTIONING

[Defect Class = SI09]

### Defect Scope Description

Variable message sign board damaged or not functioning.

Photo

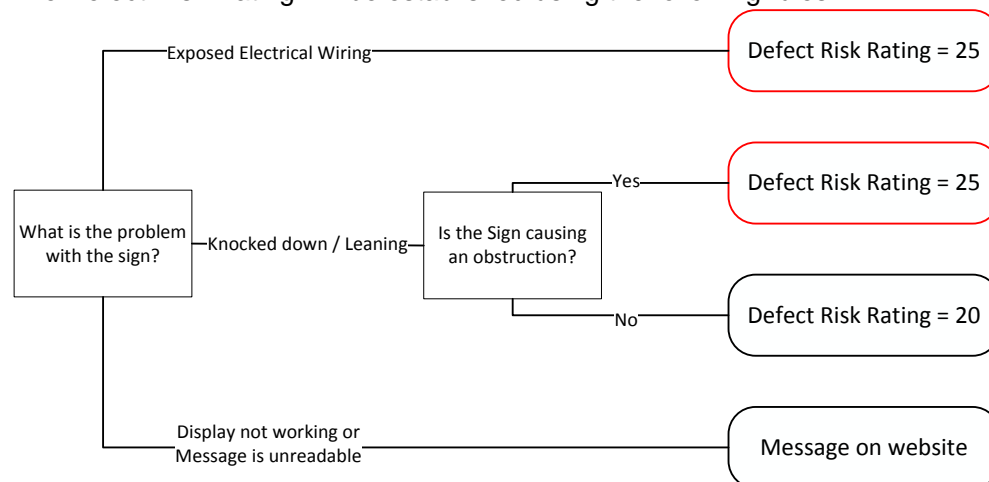
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the problem with the sign? (Mandatory)	Exposed Electrical Wiring
	Knocked down / Leaning
	Display not working or Message is unreadable
Is the Sign causing an obstruction? (Mandatory)	Yes
	No
Only asked if answer to Q1 is “Knocked down / Leaning”	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



Message: Thank you for reporting this fault. HCC have acknowledged this report and made a note for future works. This fault is not deemed a safety hazard and as such will not be of high priority against the other safety defect work load

### 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

### 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

## CCTV/ANPR & TRAFFIC COUNTERS – TRAFFIC COUNTER

[Defect Class = TC01 ]

### Defect Scope Description

Traffic counter cabinet damaged or knocked down.

Photo

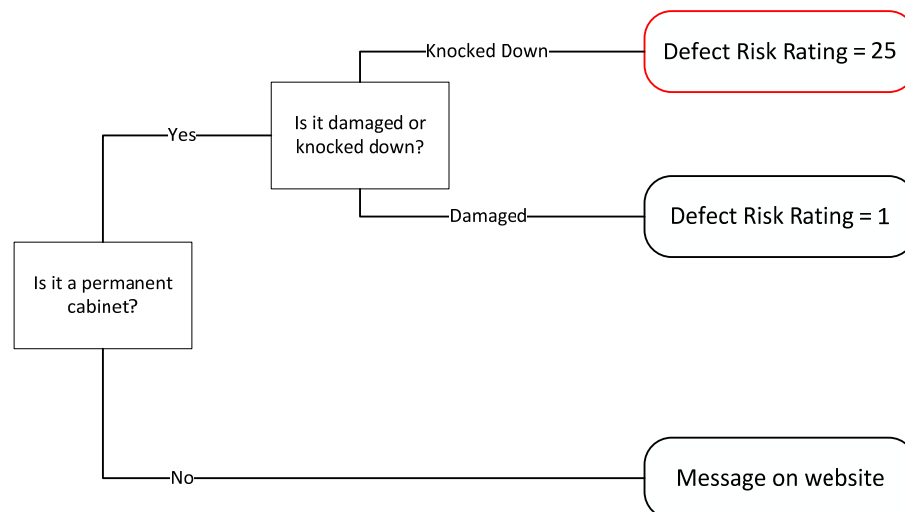
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Is it a permanent cabinet? (Mandatory)	Yes	
	No	
Is it damaged or knocked down? (Mandatory)	Knocked Down	Only asked if answer to Q1 is "Yes"
	Damaged	

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	n/a	TCO1
Special Maintenance	1	n/a	7 Working Days	TCO6
Referral	0	n/a	n/a	Website message

### 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 – DEFAULT TREES AND VEGETATION**

[Defect Class = TV00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.

### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	VGDI

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

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

\*to be ascertained from Location Information

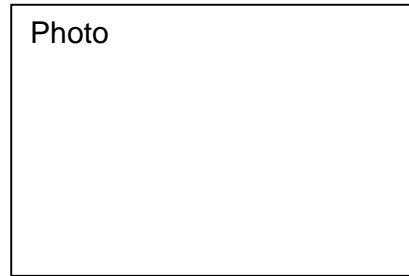
## TREES AND VEGETATION – VEGETATION OR GRASS CUTTING

[Defect Class = TV01]

### Defect Scope Description

Grass area on highway overgrown.

Photo



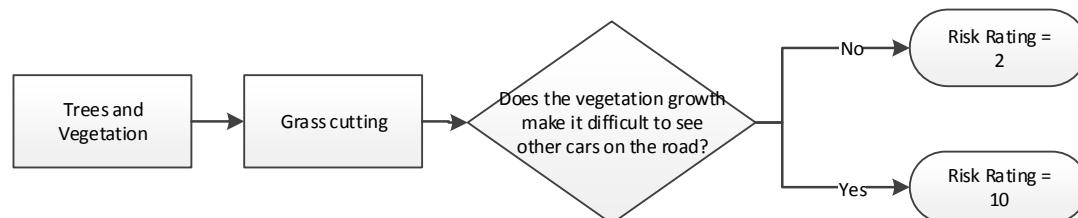
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Does the vegetation growth make it difficult to see other cars on the road? (Mandatory)	Yes
	No

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VGC5
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	VGC7

### 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 – HEDGE OVERGROWN

[Defect Class = TV02]

### Defect Scope Description

Highway hedge overgrown and encroaching footway / road or obscuring sign.



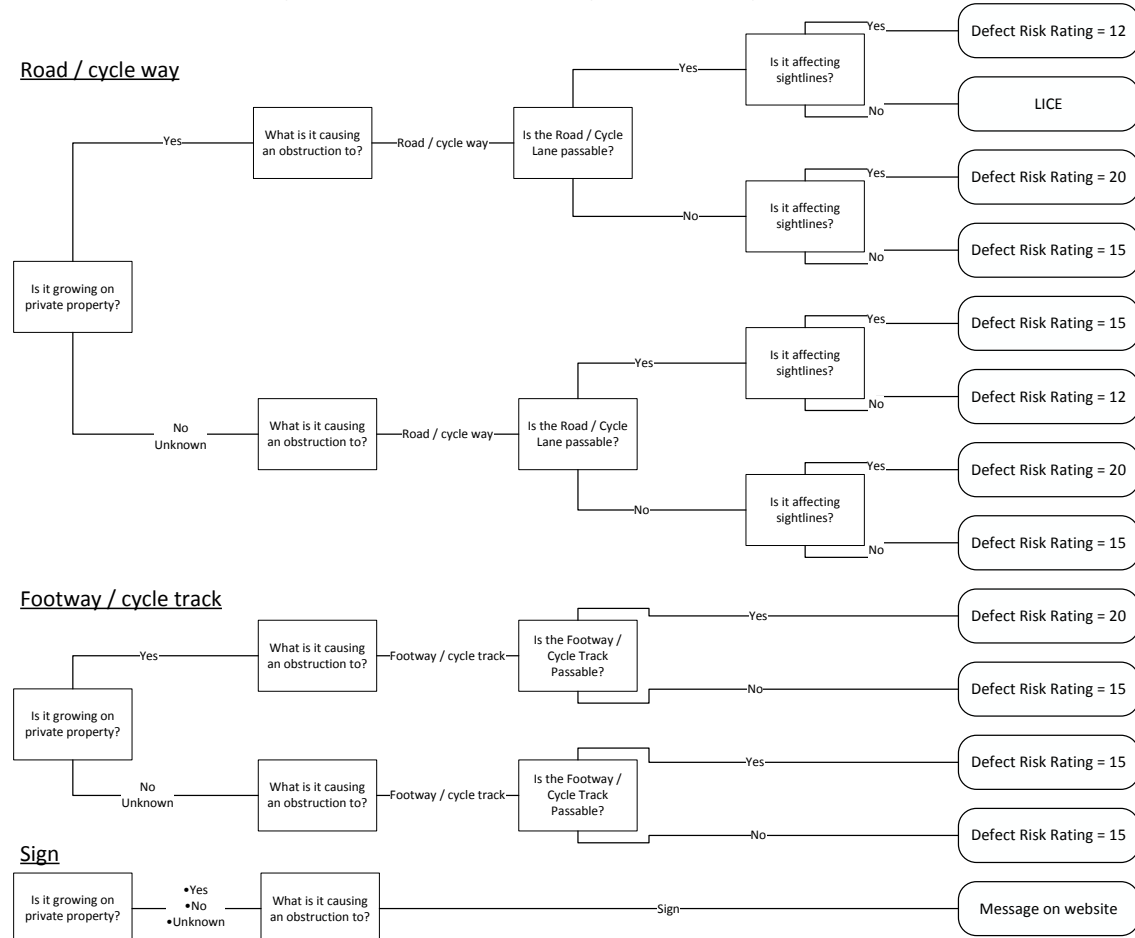
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Is it growing on private property? (Mandatory)	Yes	
	No	
	Unknown	
What is it causing an obstruction to? (Mandatory)	Road / cycle way	
	Footway / cycle track	
	Sign	
Is the Road / Cycle Lane passable? (Mandatory)	Yes	Only asked if answer to Q2 is "Road / cycle way"
	No	
Is the Footway / Cycle Track Passable? (Mandatory)	Yes	Only asked if answer to Q2 is "Footway / cycle track"
	No	
Is it affecting sightlines? (Mandatory)	Yes	Only asked if answer to Q2 is "Road / cycle way"
	No	

## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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
Category 1	20	5 working days	Assess & Decide Strategy	VHO3
	15 - 16	20 working days	Assess & Decide Strategy	VHO4
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VHO5
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	VHO8 – 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

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 – NOXIOUS WEEDS

[Defect Class = TV03]

### Defect Scope 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.

### Defect Specific Additional Details

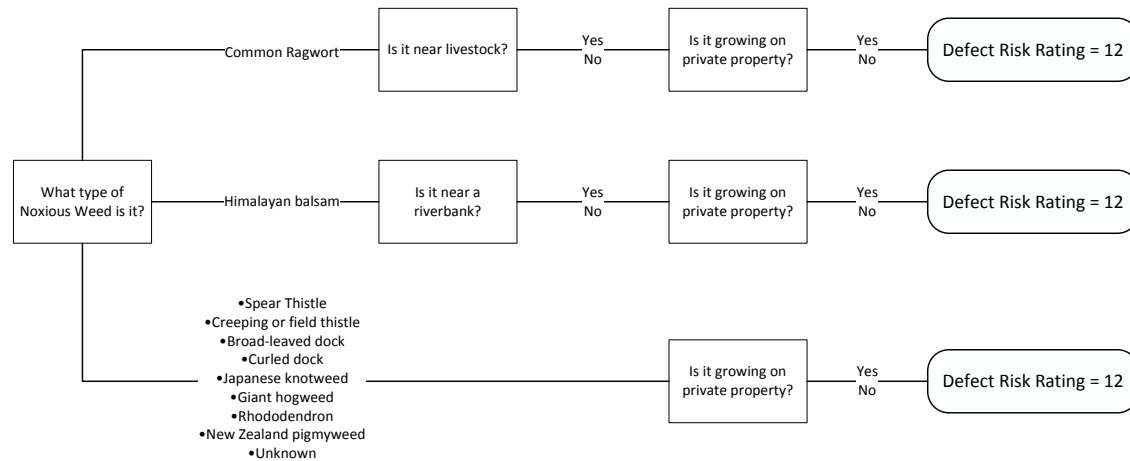
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.



Information requested	Response Choice	
What type of Noxious Weed is it? (Mandatory)	Common Ragwort	
	Spear Thistle	
	Creeping or field thistle	
	Broad-leaved dock	
	Curled dock	
	Japanese knotweed	
	Giant hogweed	
	Himalayan balsam	
	Rhododendron	
	New Zealand pigmy weed	
	Unknown	
Is it near livestock? (Mandatory)	Yes	Question asked if 'Common Ragwort' selected
	No	
Is it near a riverbank? (Mandatory)	Yes	Question asked if 'Himalayan balsam' selected
	No	
Is it growing on private property?] (Optional)	Yes	
	No	

## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VNW5

## 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 & VEGETATION – TREE BRANCHES OVERHANGING

[Defect Class = TV04]

### Defect Class Description

A tree or part of a tree is overhanging the highway such that it represents a hazard or obstruction on or over the trafficked part of a road / cycle lane or footway / cycle track.

### Defect Specific Additional Details

Photo

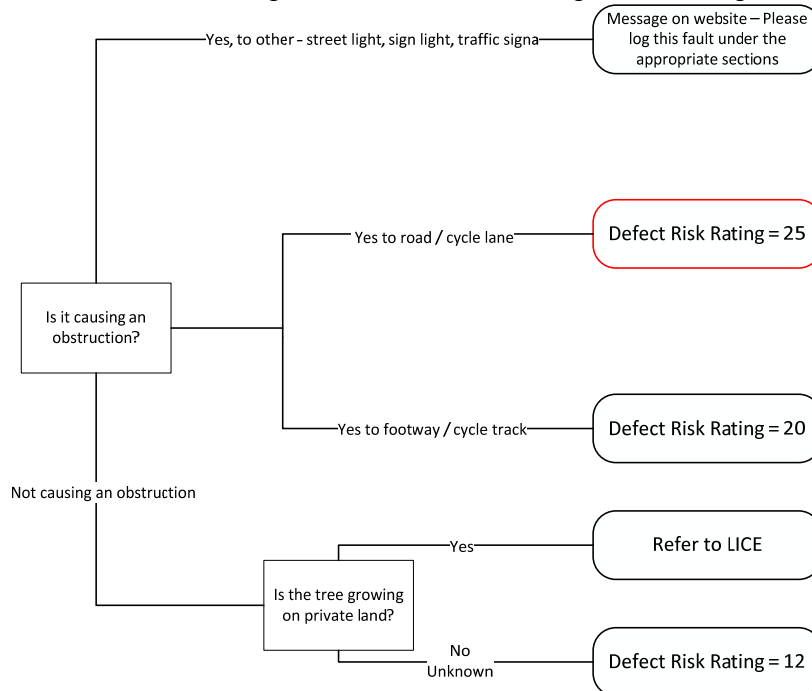
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice	
Is it causing an obstruction? (Mandatory)	Yes, to other - street light, sign light, traffic signal.	
	Yes to road / cycle lane	
	Yes to footway / cycle track	
	Not causing an obstruction	
Is the tree growing on private property? (Mandatory)	Yes	Question asked if the answer above is 'Not causing an obstruction'
	No	

\* To be derived from Network information if location is reported through interactive web mapping.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



### 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	2hr	Assess & Decide Strategy	VTO1
Category 1	20	24hr	Assess & Decide Strategy	VTO2
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VTO5
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	VTO8 – Ringway to send out the first letter.

### 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 –  
TREE DEAD, DISEASED OR DYING**

[Defect Class = TV05]

**Defect Scope Description**

Dead or dying tree with the possibility of falling and causing an obstruction

Photo



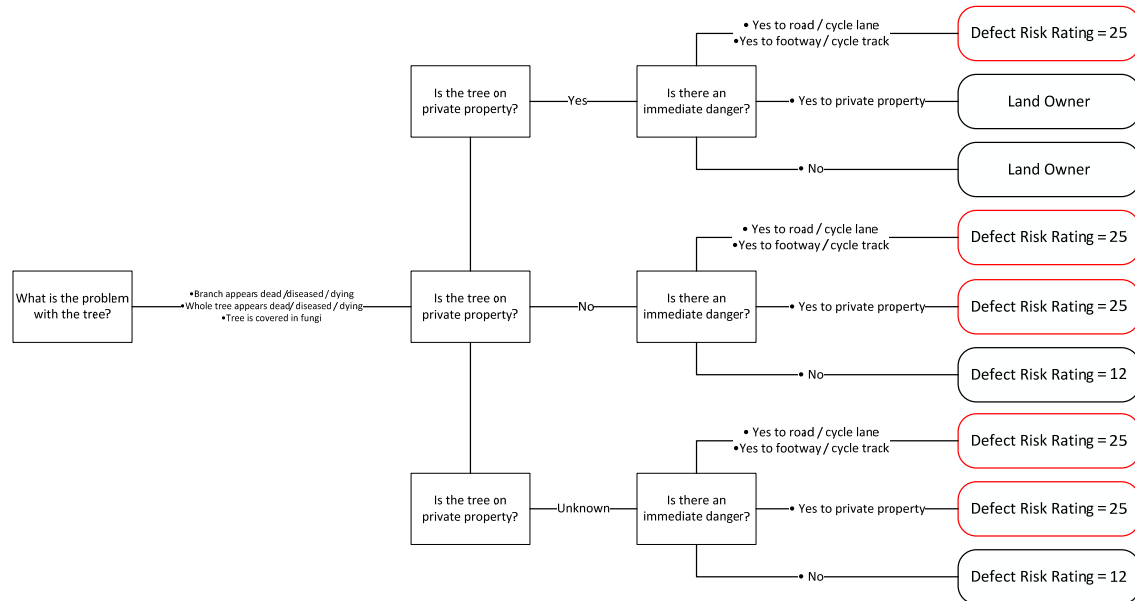
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the problem with the tree? (Mandatory)	Branch appears dead / diseased / dying
	Whole tree appears dead / diseased / dying
	Tree is covered in fungi
Is the tree on private property? (Optional)	Yes
	No
	Unknown
Is there an immediate danger? (Mandatory)	Yes to road / cycle lane
	Yes to private property
	No

## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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	2hr	Assess & Decide Strategy	VDD1
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VDD5

### **Hazard Mitigation Responsibility Rules**

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

<b>Location of Defect*</b>	<b>Permanent Remedy Responsibility</b>
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 & 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 road / cycle lane or footway / cycle track.



### Defect Specific Additional Details

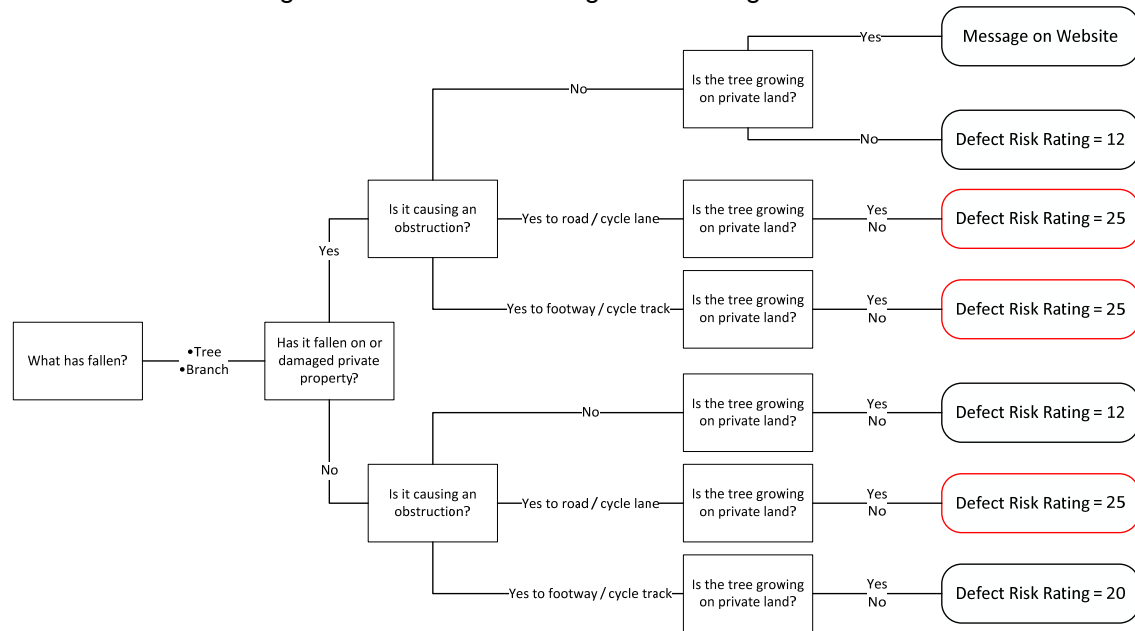
The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What has fallen? (Mandatory)	Tree
	Branch
Has it fallen on or damaged private property? (Mandatory)	Yes
	No
Is it causing an obstruction? (Mandatory)	Yes - Road / Cycle Lane
	Yes - Footway / Cycle Track
	No
Is the tree growing on private property? (Mandatory)	Yes
	No

\* To be derived from Network information if location is reported through interactive web mapping.

## Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



## 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	2hr	Assess & Decide Strategy	VTF1
Category 1	20	24hr	Assess & Decide Strategy	VTF2
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VTF5

## Hazard Mitigation Responsibility Rules

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

<b>Location of Defect*</b>	<b>Hazard Mitigation Responsibility</b>
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:

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

\*to be ascertained from Location Information



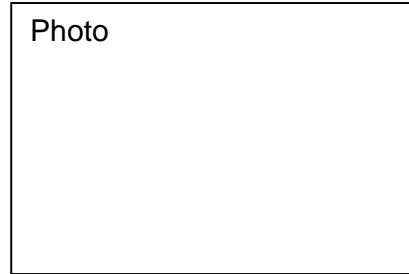
**TREES AND VEGETATION –  
TREE OR ROOT ENCROACHMENT INTO PRIVATE PROPERTY**

[Defect Class = TV07]

**Defect Scope Description**

Tree or root on HCC owned highway encroaching adjacent property.

Photo



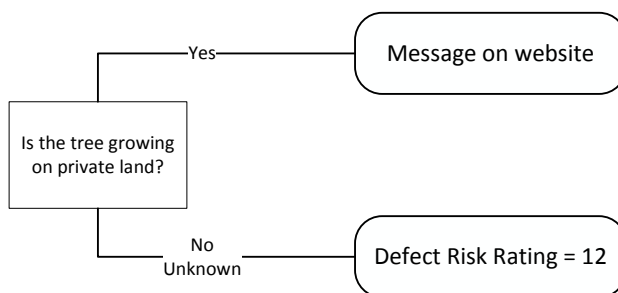
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Is the tree growing on private land? (Mandatory)	Yes
	No
	Unknown

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
Category 1				
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VRE5

For this fault –it is usual for an insurance claim to come through (Following the Ringway 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.

### 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 –  
WEED GROWTH ON FOOTWAY**

[Defect Class = TV09]

**Defect Scope Description**

Weed growth on footway causing cracks.



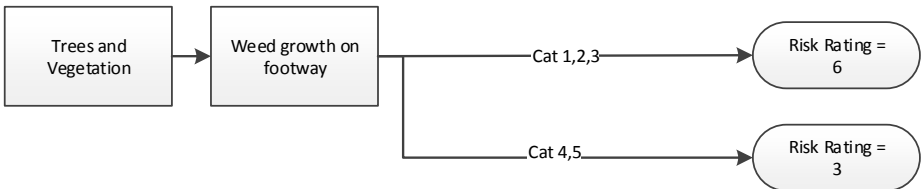
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

\* To be derived from Network information if location is reported through interactive web mapping.

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



### 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
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

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

## **UTILITIES – DEFAULT UTILITIES**

[Defect Class = SU00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.



### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	SUD1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

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

\*to be ascertained from Location Information

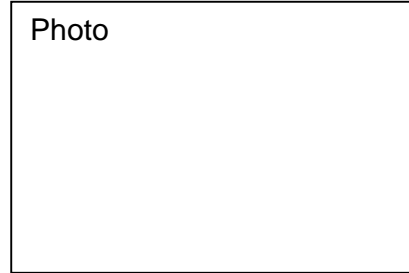
**UTILITIES –  
OVERHEAD WIRES / POLES DAMAGED OR UNSTABLE**

[Defect Class = SU03]

**Defect Scope Description**

Electricity pylons damaged or unstable.

Photo



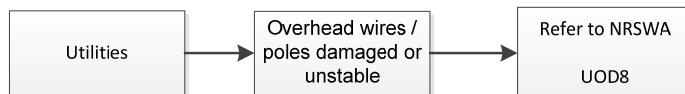
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Damaged / unstable overhead wires / poles	Refer to NRSWA

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



Ringway gang has been assigned to NRSWA. All enquiries are forwarded to ITCC – where a job is raised by RW using the assigned gang.

All work is recharged to Utility Owners.

Window of opportunity for Utility Companies to do the works themselves:

- 2hr – before Ringway mobilised
- 24hr – to adopt the site from Ringway.

## UTILITIES – FIRE HYDRANT SURFACED OVER OR VEGETATION GROWTH BLOCKING ACCESS

[Defect Class = SU05]

### Defect Scope Description

Fire Hydrant has been has been surfaced over or vegetation growth is blocking access to the hydrant.

Photo



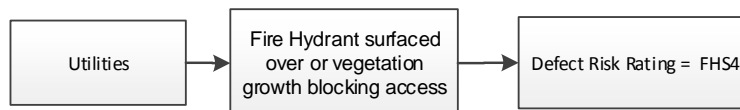
### Defect Specific Additional Details

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the issue with the fire hydrant?	Surfaced over
	Vegetation growth obstructing access.

### Summary Defect Risk Assessment

The Defect Risk Rating will be established using the following rules.



This fault is to be checked against the permits in CONFIRM to establish if it falls within a framework contractors maintenance period

- A Road: 2 year period from when the works were completed.
- B, C & Unclassified Road: 1 year from when the works were completed.

If it falls under framework contractors: Refer to Framework through email: [HighwaysLRMTeam@hertfordshire.gov.uk](mailto:HighwaysLRMTeam@hertfordshire.gov.uk)  
Appropriate project manager to resolve through contractor within 20 working days.

If it is outside of the framework: Raise a job for a 20 working day permanent response.

### 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
Category 1	15 - 16	n/a	20 working days	FHS4

### 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



## **WINTER SERVICE – DEFAULT WINTER SERVICE**

[Defect Class = WS00]

### **Defect Scope Description**

Fault category to capture faults that may not be logged correctly into system.



### **Defect Specific Additional Details**

All questions and answers will be transferred into the Description field for review to ensure correct response. Officer will review and correctly assign Enquiry Subject Code for true fault.

### **Defect Response Standards**

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

<b>Defect Category</b>	<b>Defect Risk Rating</b>	<b>Defect Review and Assignment</b>	<b>Enquiry Subject Code</b>
<b>Defect Review Period</b>	25	1 Working Day	WSD1

### **Hazard Mitigation Responsibility Rules**

n/a

### **Permanent Remedy Responsibility Rules**

n/a

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

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

\*to be ascertained from Location Information

**WINTER SERVICE –  
ICE AND SNOW ON ROAD OR FOOTWAY**

[Defect Class = WS01]

**Defect Scope Description**

Ice or snow located in the trafficked surface of footway.



**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Ice and snow on the road or footway	Please refer to Winter Service Plan

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.

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 maneuverability than conventional double decker buses therefore their routes will not be singled out) One road to each village Urban cycle lanes 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 Scope Description**

Salt storage bin empty, missing from position or damaged.



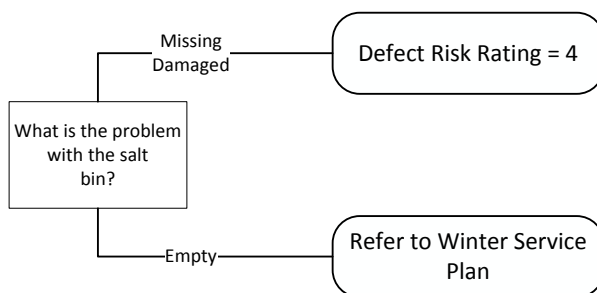
**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
What is the problem with the salt bin? (Mandatory)	Missing
	Damaged
	Empty

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.



Assess and decide strategy used as risk will increase based on time of year.

## 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
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	WSB7
Referral	0	n/a	n/a	Please refer to Winter Service Plan

## 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

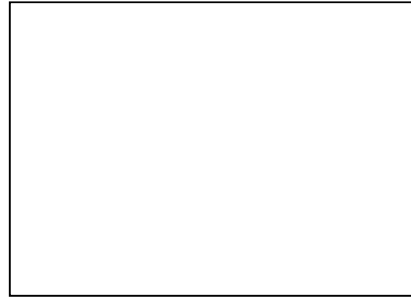
\*to be ascertained from Location Information

**WINTER SERVICE – REQUEST A NEW SALT BIN**

[Defect Class = WS05]

**Defect Scope Description**

Request for a new salt storage bin.



**Defect Specific Additional Details**

The reporting person will be requested to supply the following Defect Specific Additional Details in addition to the basic request for Defect Location, Description, Name, Address and Contact Details.

Information requested	Response Choice
Request a new Salt Bin	Please refer to Winter Service Plan

**Summary Defect Risk Assessment**

The Defect Risk Rating will be established using the following rules.

Assess and decide strategy used as risk will increase based on time of year.