

# **Hertfordshire County Council**

## **Highways Service Term Contract**

*Contract Ref: HCC1003710*

# **Defect Management Approach Schedule 15 - Inspection Manual**

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### Approvals

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

Name	Signature	Title	Date of Issue	Version
Rob Payne		Communication and Development Manager	11/07/2018	3.1.3
Peter Simpson		Senior Asset Manager & Team Leader	11/07/2018	3.1.3
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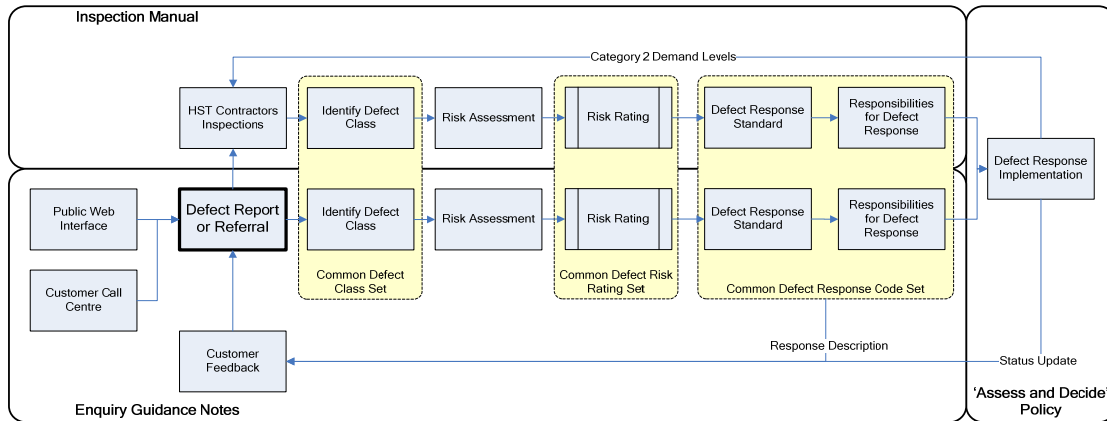
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# 1. Overview of Defect Management Approach

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



**Figure 1: Overview of Defect Management Approach**

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

- The Inspection Manual – sets out the HCC policy and guidance for inspecting the highway and assessing Emergencies, Category 1 and Category 2 defects identified internally by the HST Contractor.
- The Enquiry Guidance Notes – sets out guidance for assessing defects (including service requests) reported by the public or stakeholders.
- The 'Assess and Decide' Strategy – sets out the HCC strategy and guidance for the prioritisation of and commitment to Emergency, Category 1 and Category 2 response work.

This document is the first of this series.

## **2. Inspection Manual**

### **2.1 Introduction**

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

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

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

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

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

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

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

### **2.2 HST Contractor's Inspections**

#### **2.2.1 Inspection Principles**

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

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

### **2.2.2 Definitions**

In this Defect Management Approach:

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

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

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

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

‘Category 1 Defects’ (2hours, 24Hours, 5 working days & 20 workings day)- are Defects that require prompt attention because they represent an immediate or imminent risk of one of the following:

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

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

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

‘Designated Cycle Route’ is where there is clearly a marked out cycle lane within the carriageway marked with white lines and the defect falls within the marked area.

### 2.2.3 Inspection Objectives

The objectives of the HST Inspection Service are three fold:

- The primary objective is to ensure that routine **Safety Inspections** of the highway network are carried out in accordance with the principles of the COP and to at least the minimum return frequencies set out for such inspections in the HST Inspection Service requirements.
- To undertake **ad-hoc direct inspections** as may be required as a result of a reports or referrals of defects made by customers or other stakeholders.
- To **identify Category 2 Defects** to the extent, in the different parts of the network and of the different Defect Classes required allowing full and proper compliance with the requirements of the HST Category 2 Service, and 'Defect Management Approach – Assess & Decide Strategy'.

### 2.2.4 System of Inspection

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

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

*Competency of Inspection Service Staff.*

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

### *Inspection Modes*

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

- Inspections may be undertaken from a slow moving vehicle. In such circumstances a separate driver shall be provided to ensure that the inspector can be dedicated to observing for Defects. The type and speed of the vehicle should allow for full and proper inspections to be made.
- All footways designated with a safety inspection interval of monthly or 3 monthly shall be walked and recorded as a separate inspection from the carriageway.
- All footways designated with a safety inspection interval of 6 monthly or annually may be inspected from a vehicle as a combined carriageway and footway inspection. However, if any of the following circumstances are found during the inspection then the footway must be walked:-
  - Footways that are of paving slab construction;
  - Footways that are tree lined;
  - Footways where the distance between the edge of the carriageway and footway is greater than 2 metres;
  - Footways which are elevated at a height greater than 1 metre above carriageway level;
  - Footways which are lower than 0.5metre below carriageway;
  - Footways where visibility from a vehicle is impaired by an obstruction – e.g. parked cars, barriers etc.

### *Verification Surveys*

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



### *Validation of Inspection Completion*

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

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

#### **2.2.5. Interval**

Part of the Highway Network		Safety Inspection Interval
Carriageway	Primary	1 month
	Main	1 month
	Secondary	1 month
	Local 1	3 months
	Local 2	Annually
Footway	High Traffic	1 month
	Medium Traffic	3 months
	Low Traffic (High Risk)	3 months
	Low Traffic - Urban	6 months
	Low Traffic - Rural	Annually
Cycleways	Part of the Carriageway	As for Carriageway
	Remote from the Carriageway	3 months

#### **2.2.6. Route Risk**

'Route Risk' is a general factor that describes the general level of highway usage for the location where the defect has been found. This will influence the likelihood of harm resulting from the defect.

##### *High Route Risk*

Carriageway Defects = Primary and Main Distributor roads, or lower category roads if appropriate, carrying high volumes of traffic.

Footway Defects = footways and pedestrian areas that carry high volumes of pedestrian traffic, such as shopping centres.

*Medium Route Risk*

Carriageway Defects = Secondary and Local Distributor roads, or other category roads if appropriate, carrying medium volumes of traffic.

Footway Defects = footways and pedestrian areas that carry moderate volumes of pedestrian traffic, or areas that carry a low volume of traffic but have a high proportion of vulnerable users, such as outside hospitals or schools.

*Low Route Risk*

Carriageway Defects = local estate roads, or unclassified rural roads, carrying low volumes of traffic.

Footway Defects = footways and pedestrian areas that carry low volumes of pedestrian traffic and low proportion of vulnerable users.

Some Defects are not part of the highway infrastructure, such as overhanging vegetation. In such cases the selection of Route Risk should be based on the users of the highway most affected. For example, if the vegetation is overhanging a footway or carriageway, the risk factor should be based on those for footway or carriageway Defects respectively.

Some Defects may pose a risk to more than one type of highway traffic. For example, a damaged pedestrian guardrail may pose a trip hazard to pedestrians in addition to being an obstruction to cyclists or motorists. In such cases the Route Risk should be based on whichever poses the highest risk. In this example, if the road is a Low Risk category but the adjacent footway is High Risk, then the Defect should be treated as a High Risk.

### **2.2.7. Snow Conditions**

During periods of snow fall to the extent that the ground is covered, the Highway Inspectors are to make the judgment call as to whether the snow is rendering it impossible to safely inspect the highway and identify defects, the Highway Inspectors are then to record and document the decision on CONFIRM.

The HST Contractor will be responsible for assessing the risk to the Highway Inspectors and are to make the judgement, record and document the decision to stop

/ suspend / delay the safety inspections and notify HCC in writing immediately.

The HST Contractor will be responsible for submitting to HCC for approval, a recovery plan with an associated method statement within 24 hours of making the aforementioned decision. The recovery plan, dependent upon duration and location of lying snow, should be a risk based approach, targeted to the completion of highway inspections on those highways with a high and medium route risk.

## 2.2 Identify Defect Class

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

## 2.3 Risk Assessment / Risk Rating

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

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

### 2.3.1 Risk Assessment in Direct Inspections

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

- The Potential Impact (I) of the Defect risk (quantified on a scale of 1 – 5).
- The Potential Probability (P) of the Defect risk occurring (quantified on a scale of 1 to 5).
- The Potential Urgent Response (R) of the defect risk (quantified on a scale of 1 - 6)
- The Unclassified Road response (U) of the defect risk (quantified on a scale of 1-5)

The Defect Risk Rating (to be the product  $I \times P + R$  or  $U$  (where  $R$  or  $U$  is applicable)) will then be assigned to the Defect.

In order to help Highway Inspectors make appropriate risk assessment judgements, Risk Characteristics are given for each Defect Class at Appendix B – Defect Class

Policy's. The Highway Inspector will take the Defect Class Policy's into account as a guide when identifying and assessing Defects. However, the Highway Inspector will ultimately make the assessment based on their judgement and experience and in the circumstances of all local conditions.

### **2.3.2 Use of Defect Risk Rating:**

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

Defect Risk Rating	0	1 – 4	5 – 8	9 – 12	15 – 20	25
Defect Category	Referral	Category 2(L) Defect	Category 2(M) Defect	Category 2(H) Defect	Category 1 Defect	Emergency

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

## **2.4 Defect Response Standard**

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

The Defect Response Standards are defined separately for:

- Hazard Mitigation
- Permanent Remedy

#### **2.4.1 Hazard Mitigation**

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

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

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

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

#### **2.4.2 Permanent Remedy**

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

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

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

### **2.5 Responsibility for Defect Response**

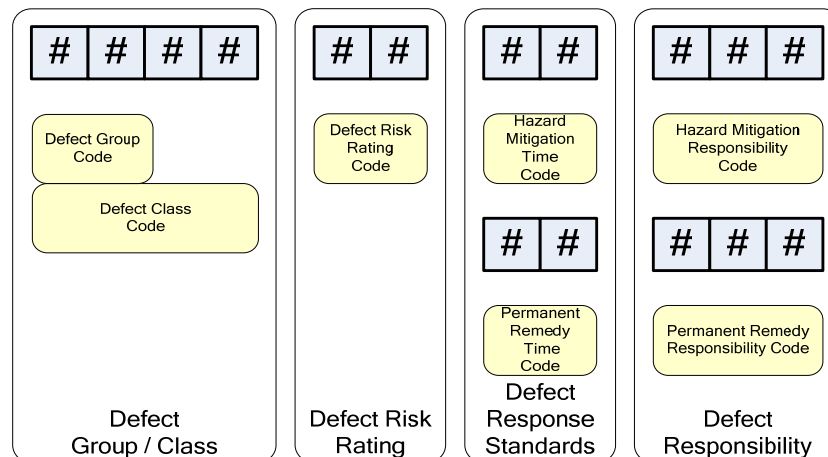
The party responsibility for meeting the Defect Responses Standards for an identified Defect will vary according to the Defect Class. The individual Defect Class Policy's give information to help the Highway Inspector identify the parties who hold:

- Hazard Mitigation Responsibility, and
- Permanent Remedy Responsibility

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

## 2.5 Common Defect Response Codes

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



# = Alpha-Numeric Character

Each code will be:

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

The individual codes are described below.

### ***Defect Group Code / Defect Class Code:***

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

**Defect Risk Rating Code:**

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

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

**Hazard Mitigation Time Code:**

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

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

**Permanent Remedy Time Code:**

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

<b>Required Permanent Remedy Response Standard</b>	<b>Permanent Remedy Time Code</b>
Not yet assigned	99
No Permanent Remedy required	00
Permanent Remedy within 1 day	01
Permanent Remedy within 5 days	05
Permanent Remedy within 7 days	07
Permanent Remedy within 14 days	14
Permanent Remedy within 28 days	28
'Assess & Decide' Strategy	50

***Hazard Mitigation Responsibility Code:***

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

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

***Permanent Remedy Responsibility Code:***

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



## Appendix A – Common Defect Class Set

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide*	Defect Class Policy#
Animals	AN	Dead Off Carriageway	AN01	x	x
Animals		Dead On Carriageway	AN02	x	x
Animals		Live On Carriageway	AN04	x	x
Animals		Rabbit Infestation	AN05	x	x
Bus Shelters And Bus Stops	BS	Bus Electronic Display Screen Damaged	BS01	x	x
Bus Shelters And Bus Stops		Bus Electronic Journey Planner Damaged	BS02	x	x
Bus Shelters And Bus Stops		Bus Stop Pole Leaning or Damaged	BS04	x	x
Bus Shelters And Bus Stops		Bus Stop Sign Missing or Damaged	BS05	x	x
Bus Shelters And Bus Stops		Seat or Light Damaged	BS06	x	x
Bus Shelters And Bus Stops		Timetable Missing or Damaged	BS07	x	x
Bus Shelters And Bus Stops		Shelter Damaged	BS08	x	x
Flooding And Drainage	FL	Property Damaged By Flooding	FL01	x	x
Flooding And Drainage		Road Flooded	FL02	x	x
Flooding And Drainage		Ditch Silted / Overgrown Or Headwall Damaged	FL03	x	x
Flooding And Drainage		Footway Flooded	FL08	x	x
Flooding And Drainage		Gully Blocked or Drain	FL09	x	x
Flooding And Drainage		Subway Flooded	FL12	x	x
Flooding And Drainage		Verge Grips Blocked	FL13	x	x
Flooding And Drainage		Pedestrian being splashed with flood water	FL14	x	x
Footway, Cycle Tracks, Verges And Embankments	FV	Highway Steps Damaged	FV02	x	x
Footway, Cycle Tracks, Verges And Embankments		Ironwork (Gullies, Manholes Etc) Missing / Broken/ Loose	FV03	x	x
Footway, Cycle Tracks, Verges And Embankments		Ironwork (Gullies, Manholes Etc) Sunken	FV04	x	x
Footway, Cycle Tracks, Verges And Embankments		Ironwork (Gullies, Manholes Etc) Causing a trip	FV14	x	x
Footway, Cycle Tracks, Verges And Embankments		Mud On Footway / Cycle Track	FV05	x	x
Footway, Cycle Tracks, Verges And Embankments		Verge Encroachment Onto Footway / Cycle Track	FV07	x	x
Footway, Cycle Tracks, Verges And Embankments		Defective Footway Surface	FV08	x	x
Footway, Cycle Tracks, Verges And Embankments		Soft Verge Damaged/Overrun	FV09	x	x
Footway, Cycle Tracks, Verges And Embankments		Trip Hazard	FV10	x	x
Footway, Cycle Tracks, Verges And Embankments		Hazardous Leaves On Footway / Cycle Track	FV11	x	x
Footway, Cycle Tracks, Verges And Embankments		Unstable Embankments/Cuttings	FV12	x	x
Footway, Cycle Tracks, Verges And Embankments		Damaged Seating	FV13	x	x
Footway, Cycle Tracks, Verges And Embankments	KC	Damaged Kerb, Edging Or Channel	KC01	x	x
Graffiti	GR	Graffiti on Highways Property	GR01	x	x
Guardrails, Fencing, Unlit Bollards and Posts	FE	Highway Fence/Wall Damaged or Missing	FE02	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide*	Defect Class Policy#
Guardrails, Fencing, Unlit Bollards and Posts		Pedestrian Guardrails Damaged or Missing	FE03	x	x
		Pedestrian Handrails Damaged or Missing	FE04	x	x
		Unlit Bollards / Posts Damaged or Missing	FE05	x	x
		Animal Fencing Damaged or Vandalized	FE06	x	x
Highway Bridges And Walls	HB	Bridge / Structure Damaged or Unstable	HB01	x	x
Light - Beacon	LT	Belisha Beacon/Central Island Beacon Globe Damaged Or Dirty	LT01	x	x
Light - Beacon		Belisha Beacon/Central Island Beacon Knocked Down Or Leaning	LT02	x	x
Light - Beacon		Belisha Beacon/Central Island Beacon Out Or Flickering	LT03	x	x
Light – FestiveLight		Festive Lighting Fault or Damaged	LT04	x	x
Light – Lit Bollard		Lit Bollard Damaged or Missing	LT08	x	x
Light – Lit Bollard		Lit Bollard Out Or Flickering	LT09	x	x
Light – Sign Light		Sign Light Lens Damaged or Dirty	LT06	x	x
Light – Sign Light		Sign Light Door Damaged or Missing or Open	LT10	x	x
Light – Sign Light		Sign Light Missing	LT12	x	x
Light – Sign Light		Sign Light On During Day	LT14	x	x
Light – Sign Light		Sign Light Out Or Flickering	LT16	x	x
Light – Sign Light		Sign Light Knocked Down or Leaning	LT17	x	x
Light – Sign Light		Sign Light Equipment Hanging	LT25	x	x
Light – Street Light		Street Light Glare	LT05	x	x
Light – Street Light		Street Light Lens Damaged Or Dirty	LT07	x	x
Light – Street Light		Street Light Door Damaged Or Missing Or Open	LT13	x	x
Light – Street Light		Street Light Knocked Down or Leaning	LT18	x	x
Light – Street Light		Street Light On During Day	LT19	x	x
Light – Street Light		Street Light Out Or Flickering	LT20	x	x
Light – Street Light		Street Light Equipment Hanging	LT24	x	x
Light – Street Light		Street Light Cut Down	LT27	x	x
Light – Street Light		Overhanging vegetation on Lnatern/Lamp Column	LT28	X	x
Light – Subway Light		Subway Light Damaged or Dirty	LT21	x	x
Light – Subway Light		Subway Light Out or Flickering	LT22	x	x
Light – Subway Light		Subway Light Equipment Hanging	LT26	x	x
Obstruction / Encroachment	OB	Sign Illegally Placed On Highway (Flyposting etc.)	OB01	x	x
Obstruction / Encroachment		Spillage, Debris or Shed Loads	OB02	x	x
Obstruction / Encroachment		Dumped or Abandoned Vehicle on Highway	OB03	X	X
Obstruction / Encroachment		Fly Tipping On Verge	OBO4	x	x
Obstruction / Encroachment		Fly Tipping On Road or Footway	OB05	x	x
Obstruction / Encroachment		Dangerous Use Of The Highway (Skips, Scaffold, Building Materials, Seating Etc)	OB11	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide*	Defect Class Policy#
Public Rights Of Way	PW	Public Right Of Way Blockage	PW01	x	x
Public Rights Of Way		Public Right Of Way Encroachment	PW02	x	x
Public Rights Of Way		Public Right Of Way Flooded	PW03	x	x
Public Rights Of Way		Public Right Of Way Gate or Stile Damaged	PW04	x	x
Public Rights Of Way		Public Right Of Way Structure Damaged or Missing	PW05	x	x
Road And Cycle Lane	CW	Sudden Change In Surface Level	CW01	x	x
Road And Cycle Lane		Manhole Or Gully Cover Missing, Damaged Or Loose	CW02	x	x
Road And Cycle Lane		Manhole Or Gully Cover Sunken	CW03	x	x
Road And Cycle Lane		Crack In Surface	CW04	x	x
Road And Cycle Lane		Mud On Road or Cycle Lane	CW05	x	x
Road And Cycle Lane		Pothole	CW06	x	x
Road And Cycle Lane		Roadwork Signs And Barriers	CW07	x	x
Road And Cycle Lane		Rough, Uneven Or Cracking Surface	CW08	x	x
Road And Cycle Lane		Slippery Surface – Not Leaves, Ice Or Snow (Worn Surface / Texture)	CW09	x	x
Road And Cycle Lane		Road Traffic Incident (Spillage, Surface Damage by Fire etc)	CW10	x	x
Road And Cycle Lane		Road Markings Missing/Faded	CW11	x	x
Road And Cycle Lane		Studs/Catseyes Missing/Damaged	CW12	x	x
Road And Cycle Lane		Safety Barriers Damaged Or Missing	CW13	x	x
Road And Cycle Lane		Damaged or Missing Road Hump	CW14	x	x
Road And Cycle Lane		Large Void (Sink Hole – Not a Soft Spot / Pothole)	CW15	x	x
Electronic Signs, Rising Bollards & Enforcement Camera's	SE	Flashing Warning Sign Damaged	SE01	x	x
Electronic Signs, Rising Bollards & Enforcement Camera's		Enforcement Camera Damaged	SE02	x	x
Electronic Signs, Rising Bollards & Enforcement Camera's	SF	Rising Bollard Damaged	SF04	x	x
Electronic Signs, Rising Bollards & Enforcement Camera's		Rising Bollard Stuck	SF05	x	x
Signs And Street Name Plates	SI	Sign Face Dirty, Damaged / Obscured or Missing	SI01	x	x
Signs And Street Name Plates		Street Nameplate Damaged or Missing	SI04	x	x
Signs And Street Name Plates		Unlit Sign Knocked Down or Leaning	SI07	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards	TS	Traffic Signals Timing Problem	TS01	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards		Temporary Roadwork Traffic Signals Problem	TS02	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards		Traffic Signal Lights Out	TS03	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards		Traffic Signals Knocked Down or Leaning	TS04	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards		Traffic Signals Dirty or Obscured	TS05	x	x
Traffic Signals, CCTV, ANPR, VMS And Rising Bollards	CC	CCTV / ANPR Installation Damaged	CC02	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide*	Defect Class Policy#
Traffic Signals, CCTV, Safety Camera And Rising Bollard	SI	Variable Message Sign Damaged	SI09	x	x
Traffic Signals, CCTV, Safety Camera And Rising Bollard	TC	Traffic Counter	TC01	x	x
Trees And Vegetation	TV	Vegetation Or Grass Cutting	TV01	x	x
Trees And Vegetation		Hedge Overgrown	TV02	x	x
Trees And Vegetation		Noxious Weeds	TV03	x	x
Trees And Vegetation		Tree Branches Overhanging	TV04	x	x
Trees And Vegetation		Tree Dead, Diseased Or Dying	TV05	x	x
Trees And Vegetation		Tree Or Branch Fallen	TV06	x	x
Trees And Vegetation		Tree Or Root Encroachment Into Private Property	TV07	x	x
Trees And Vegetation		Tree Or Root Encroachment Into Highway	TV08	x	x
Trees And Vegetation		Weed Growth On Footway	TV09	x	x
Utilities	SU	Defective Patch Or Trench	SU02	x	x
Utilities		Overhead Wires / Poles Damaged Or Unstable	SU03	x	x
Utilities		Fire Hydrant surfaced over or vegetation growth blocking access	SU05	x	x
Winter Service	WS	Ice And Snow On Road Or Footway	WS01	x	x
Winter Service		Salt Bin Missing or Damaged or Empty	WS04	x	x

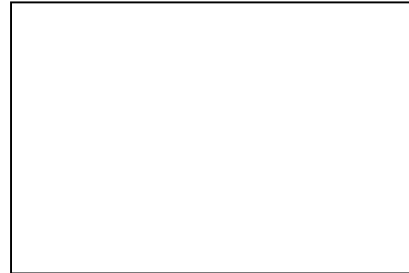
## Appendix B – Defect Class Policy's

## ANIMALS – DEAD ANIMAL OFF ROAD

[Defect Class = AN01]

### Defect Class Description

Dead animal(s) causing hazard off a highway.



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Animal Size					Medium e.g. cat, dog, badger, fox, Swan	Large e.g. Horse, Cow, Deer

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is it on the Verge or Footway	Verge  Refer to District Borough Council					Footway

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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
Verge	Refer to Borough Council

\*to be ascertained from Location Information

## ANIMALS – DEAD ANIMAL ON ROAD

[Defect Class = AN02]

### Defect Class Description

Dead animal(s) causing hazard on a highway.



### Risk Characteristics

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

#### *Potential Defect Impact – Characteristics*

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

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Animal				Medium	Large

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	n/a	2hr	AON1
Category 1	20	n/a	5 working days	AON3

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

n/a



**ANIMALS –  
DOG OR HORSE FOUL**  
[Defect Class = AN03]

**Defect Class Description**

Dog or horse fouling on footway / verge.



**Permanent Remedy Responsibility Rules**

Refer to district/borough council.

**ANIMALS –  
LIVE ANIMAL ON ROAD**  
[Defect Class = AN04]

**Defect Class Description**

Live animal(s) causing hazard on a highway.



**Permanent Remedy Responsibility Rules**

Message online refers to District/Borough for medium and police for large.

**ANIMALS –  
RABBIT INFESTATION ON FOOTWAY, VERGE OR ROAD**  
[Defect Class = AN05]

**Defect Class Description**

Rabbits polluting the highway area.

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Effect on the use of the carriageway		SELECT			

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
			SELECT		

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 – BUS ELECTRONIC DISPLAY SCREEN DAMAGED

[Defect Class = BS01]

### Defect Class Description

Bus electronic display damaged; cracked screen or electrical malfunction.

Photo

### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact	Damaged / Not Working					Exposed Electrical Wires

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	Damaged / Not Working					Exposed Electrical Wires

BED8 – refer to Passenger Transport Unit (PTU)

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Assess & Decide Strategy	BEW1
Referral	0	n/a	n/a	BED8 – refer to Passenger Transport Unit (PTU)

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

## **BUS SHELTERS AND BUS STOPS – BUS ELECTRONIC JOURNEY PLANNER DAMAGED**

[Defect Class = BS02]

### **Defect Class Description**

Journey planner screen cracked or broken, has electronic malfunctions.

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact – Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact	Damaged / Not Working BJP8					Exposed Electrical Wires

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	Damaged / Not Working BJP8					Exposed Electrical Wires

BJP8 – refer to Passenger Transport Unit (PTU)

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Assess & Decide Strategy	BEW1
Referral	0	n/a	n/a	BJP8 – refer to Passenger Transport Unit (PTU)

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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



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

[Defect Class = BS04]

### Defect Class Description

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

Photo

### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is it causing an obstruction?	No or Private Property BPL8					Yes

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is it causing an obstruction?	No or Private Property BPL8				Yes	

BPL8 – refer to Passenger Transport Unit (PTU)

### 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
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 Class Description

Bus stop sign has noticeable damage or is missing.



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Status	Damaged or Missing  BSM8					

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	SELECT BSM8					

BSM8 – refer to Passenger Transport Unit (PTU)

### 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	BSM8 – refer to Passenger Transport Unit (PTU)

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

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

[Defect Class = BS06]

### Defect Class Description

Bus seats or lighting damaged/missing.

Photo

### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
What has been damaged?		Light Damaged Or Seats within the Bus Shelter BSL8	Seats not within the Bus Shelter – <b>Refer to District Borough Council</b>			Light - Exposed Electrical Wires

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Light - Exposed Electrical Wires						SELECT
Light Damaged Or Seats within the Bus Shelter	SELECT BSL8					
Seats not within the Bus Shelter	<b>Refer to District Borough Council</b>					

BSL8 – refer to Passenger Transport Unit (PTU)

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	n/a	n/a	BSL1
Referral	0	n/a	n/a	Refer to District/Borough or BSL8 – refer to Passenger Transport Unit (PTU)

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

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

[Defect Class = BS07]

### **Defect Class Description**

Bus timetable is missing or has been damaged.

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact	SELECT					

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	SELECT					

BIT8 – refer to Passenger Transport Unit (PTU)

### 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)

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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



## BUS SHELTERS AND BUS STOPS – SHELTER DAMAGED

[Defect Class = BS08]

### Defect Class Description

Bus shelter had been damaged.



### Risk Characteristics

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is there shattered glass or plastic?				No	Yes

#### *Potential Defect Probability – Characteristics*

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

### 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
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 – PROPERTY DAMAGED BY FLOODING

[Defect Class = FL01]

### Defect Class Description

Flooded highway causing damage to adjacent property(s)

Photo

### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Part of the property flooded	Water not coming from highway			Garden – Not Flooding at present	Out Building Garden – Flooding at present	House

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is the water coming from the Road/Footway	<b>NO</b> – Refer to Local Flood Authority					
The water is coming from the Road/Footway and flooding at present					Garden	House Out Building
The water is coming from the Road/Footway but not flooding at present					House Out Building	Garden

### 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	24 hr	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:

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

## FLOODING AND DRAINAGE – ROAD FLOODED

[Defect Class = FL02]

### Defect Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is it affecting the flow of traffic?		No			Yes

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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

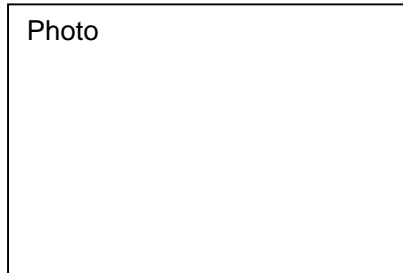
\*to be ascertained from Location Information

## FLOODING & DRAINAGE – DITCH SILTED / OVERGROWN OR HEADWALL DAMAGED

[Defect Class = FL03]

### Defect Class Description

Ditch headwall damaged, collapsed or silted and overgrown.



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
What is the problem with the ditch?	Ditch silted / overgrown DIT8			Headwall Minor	Headwall Major	Headwall Collapsed

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Headwall Damaged			SELECT			
Ditch silted / overgrown	Ditch silted / overgrown DIT8					

### 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	DIT5
Category 2(M)	8 – 5	n/a	Assess & Decide Strategy	DIT6
Referral	0	n/a	Assess & Decide Strategy	DIT8 – Refer to Ditch / Grips Program as a follow up.

### Hazard Mitigation Responsibility Rules

Refer to Ringway CAT 5  
Operational Manager / HCC  
Asset Owner

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information



## FLOODING & DRAINAGE – FOOTWAY FLOODED

[Defect Class = FL08]

### Defect Class Description

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

Photo



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is the footway passable?				Yes	No

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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:

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

\*to be ascertained from Location Information

## FLOODING AND DRAINAGE – BLOCKED GULLY OR DRAIN

[Defect Class = FL09]

### Defect Class Description

Gully blocked, filled with silt / dirt / leaves.



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact	Blocked Gully					

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	Blocked Gully –Message on website.					

Defect has been noted – dealt with under cyclical maintenance

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	n/a	n/a	Internal Email notification.

Cyclical Dig Out List

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

## FLOODING AND DRAINAGE – SUBWAY FLOODED

[Defect Class = FL12]

### Defect Class Description

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

Photo

### Risk Characteristics

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is subway passable?			Yes		No

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Subway flooded					Select

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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

## FLOODING AND DRAINAGE – VERGE GRIPS BLOCKED

[Defect Class = FL13]

### Defect Class Description

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

Photo

### Risk Characteristics

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

#### *Potential Defect Impact – Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact	SELECT				

#### *Potential Defect Probability – Characteristics*

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

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	DVL7 – This will be used to populate a ditch clearance program.

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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



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

[Defect Class = FV02]

### Defect Class Description

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

Photo

### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Extent of Damage				Minor - small cracking or chipped	Major - Large cracking, broken, loose or rocking, step missing.

#### Potential Defect Probability – Characteristics

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

Minor – small cracking or chipped.

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

### Defect Response Standards

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

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

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

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

[Defect Class = FV03]

### Defect Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Defect Characteristic		Loose OR Rocking		Broken OR Damaged	Collapsed OR Missing

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

I	Very Low	Low	Medium	High	Very High
	1	2	3	4	5
Defect Depth Footway		Less than 20mm	More than 20 mm		
Defect Depth Cycle Track		Less than 40mm	More than 40 mm (Cat 4/5)	More than 40 mm (Cat 1/2/3)	
Defect Depth Vege/Embankment		<40mm Or >40mm			

#### Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	2	3	4	5
> 20mm Category of Footway			Cat 3/4/5		Cat 1&2
< 20mm Category of Footway		Cat 3/4/5	Cat1/ 2		
< 40mm Category of Cycle Track		Cat 4/5	Cat 2/3		Cat 1
>40mm Category of Cycle Track				Cat 3/4/5	Cat 1&2
Vege/Embankment		<40mm	>40mm		

### 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:

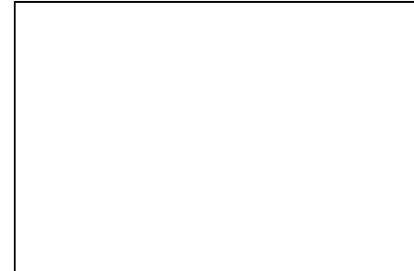
Location of Defect*	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

\*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.



**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Causing a Trip			Less than 20mm		More than 20 mm

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
< 20mm	Cat 4/5	Cat 3	Cat 2	Cat 1	
>20mm			Cat 3/4/5	Cat1/ 2	

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 Class Description

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

Photo

### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is footway passable?		Yes			No

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Footway Passable		SELECT			
<b>&gt; 10m</b> Category of Footway		Cat 3/4/5	Cat 2	Cat 1	
<b>5 – 10m</b> Category of Footway	Cat 4/5	Cat 2/3		Cat 1	
<b>&lt; 5m</b> Category of Footway	Cat 4/5	Cat 1/2/3			

### Defect Response Standards

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

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

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

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

[Defect Class = FV07]

### Defect Class Description

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



### Risk Characteristics

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

#### *Potential Defect Impact – Characteristics*

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

#### *Potential Defect Probability – Characteristics*

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

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

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>&gt; 10m</b> Category of Footway	Cat 4/5	Cat 3	Cat 2	Cat 1	
<b>5 – 10 m</b> Category of Footway	Cat 3/4/5		Cat 2		Cat 1
<b>&lt; 5m</b> Category of Footway	Cat 4/5	Cat 3	Cat 2		Cat 1

### Defect Response Standards

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

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

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

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

[Defect Class = FV09]

### Defect Class Description

Verge has been damaged from vehicular traffic and been overrun.



### Risk Characteristics

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

#### *Potential Defect Impact – Characteristics*

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

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Stones on verge</b>		SELECT			
<b>Ruts in Verge</b>		SELECT			

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	FVD6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	FVD7

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information



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

[Defect Class = FV10]

### Defect Class Description

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

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



(NOT obviously on a Utilities Trench or Service Box)

### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

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

#### Potential Defect Probability – Characteristics

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

#### Potential Urgent response (24hours) – on hierarchy 1 footways for greater than 20mm height/depth

<b>R</b>	Score to be added on to calculations where applicable					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Is there loose material, or is it affecting other things on the footway?		Yes				

## Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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:

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

\*to be ascertained from Location Information

## Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

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

[Defect Class = FV11]

### Defect Class Description

An area leaves on the footway surface of any class

Photo

### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

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

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

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

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 Class Description**

Street furniture seating for general public  
damaged.

Photo



**Permanent Remedy Responsibility Rules**

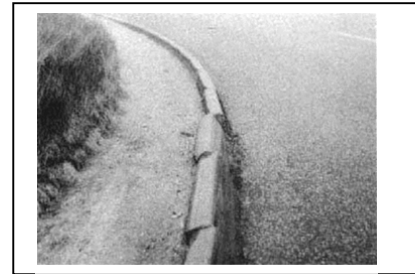
Refer to district/borough council.

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

[Defect Class = KC01]

### Defect Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

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

#### Potential Defect Probability – Characteristics

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



### Defect Response Standards

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

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

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

**GRAFITTI –  
GRAFFITI ON HIGHWAYS PROPERTY**  
[Defect Class = GR01]

**Defect Class Description**

Writing or drawings sprayed on highway property.

Photo

**Risk Characteristics**

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

*Potential Defect Impact – Characteristics*

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

*Potential Defect Probability – Characteristics*

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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:

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

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

[Defect Class = FE02]

### Defect Class Description

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

Photo



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
What is problem			Missing		Obstruction

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Missing</b> Probability				SELECT	
<b>Obstruction</b> Probability				Footway	Carriageway

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

I	Very Low	Low	Medium	High	Very High
	1	2	3	4	5
What is problem?				Missing - No drop Hazard	Obstruction OR Sharp Edges within Reach Missing - Drop Hazard

#### Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	2	3	4	5
Obstruction				Obstruction to Footway / Cycle track	Obstruction to Road / Cycle Lane
Missing Potential Drop hazard			No		Yes
Sharp Edges					SELECT

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	PED1
Category 1	20	24hr	Assess & Decide Strategy	PED2
Category 2(H)	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:

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 HANDRAILS DAMAGED OR MISSING

[Defect Class = FE04]

### Defect Class Description

A damaged or missing section of pedestrian handrail.

Photo

### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

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

#### Potential Defect Probability – Characteristics

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



### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	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 Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Damage			Leaning	Damaged or Missing	

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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

## **GUARDRAILS, FENCING, UNLIT BOLLARDS AND POSTS – ANIMAL FENCING DAMAGED OR VANDALIZED**

[Defect Class = FE06]

### **Defect Class Description**

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



### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

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

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability					SELECT

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 1	20	24hr	Assess & Decide Strategy	FAD2

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

## HIGHWAY BRIDGES AND WALLS – BRIDGE / STRUCTURE DAMAGED OR UNSTABLE

[Defect Class = HB01]

### Defect Class Description

Highway Bridge damaged from vehicular impact.



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

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

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

#### Potential Defect Probability – Characteristics

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

#### Additional Information – Characteristics

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

## Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
<b>Emergency</b>	25	2hr	Assess & Decide Strategy	HBW1
<b>Category 2(L)</b>	1 – 4	n/a	n/a	HBW8

## Hazard Mitigation Responsibility Rules

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

Location of Defect	Hazard Mitigation Responsibility
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

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

**LIGHT - BEACON–  
BELISHA BEACON/CENTRAL ISLAND BEACON GLOBE DAMAGED OR  
DIRTY**

[Defect Class = LT01]

**Defect Class Description**

Belisha beacon globe damaged (cracked or missing)

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Damage				Damaged	Exposed Wiring

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Compulsory Selection			Damaged		Exposed Wiring



### Defect Response Standards

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

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

Belisha beacon knocked down or leaning

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Damage			Leaning		Knocked Down OR Exposed Wiring

#### *Potential Defect Probability – Characteristics*

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LBW1
		2hr	n/a	LBK1
Category 5	12 or 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 Class Description**

Belisha beacon not working or flickering



### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Status				SELECT	

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability			SELECT		

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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:

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- FESTIVE LIGHT – FESTIVE LIGHTING FAULT OR DAMAGED**

[Defect Class = LT04]

### **Defect Class Description**

Seasonal lighting damaged, not working or causing an obstruction.

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Damage/fault	Other Fault					Exposed Electrical Wiring

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	Other Fault – Refer to District Borough Council					Exposed Electrical Wiring

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LXM1
Referral	0	n/a	n/a	Refer to District/Borough

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

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

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

[Defect Class = LT08]

### Defect Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Defect Characteristic				Shell Damaged OR Shell Missing	Exposed Electrical Wiring

#### Potential Defect Probability – Characteristics

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



### 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 Class Description**

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

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Defect Characteristic				Lit bollard out OR Flickering	

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Selection			SELECT		

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 Class Description**

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

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

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

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability			Cracked / Dirty / Shattered		Exposed Electrical Wiring

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
Category 5	12	n/a	20 working days	LSB4

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

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

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

[Defect Class = LT10]

### **Defect Class Description**

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



### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

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

#### *Potential Defect Probability – Characteristics*

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
		2hr	n/a	LSD1
Category 5	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 Class Description**

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

Photo

**Risk Characteristics**

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

*Potential Defect Impact – Characteristics*

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

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	1	2	3	4	5
Route Speed Limit				SELECT	Exposed Electrical Wiring



### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
Category 5	12	n/a	Assess & Decide Strategy	LSM4

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

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

[Defect Class = LT14]

**Defect Class Description**

Light illuminating road sign turned on during the day.

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
On during day			SELECT		

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability				SELECT	

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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

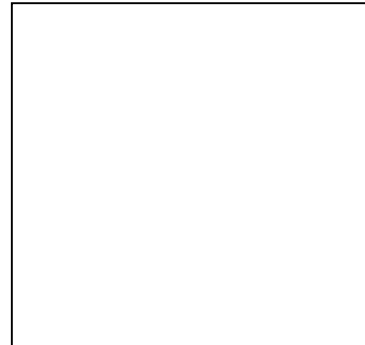
\*to be ascertained from Location Information

**LIGHT – SIGN LIGHT –  
SIGN LIGHT OUT OR FLICKERING**

[Defect Class = LT16]

**Defect Class Description**

Light illuminating road sign out or flickering.



**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Defect Characteristic			Flickering	Out	

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability			Out	Flickering	

### 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 KNOCKED DOWN OR LEANING

[Defect Class = LT17]

### Defect Class Description

Light illuminating highway sign knocked down or leaning



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

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

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
<b>Emergency</b>	25	Electrical Wiring Exposed – 2hr	n/a	LSW1
		2hr	n/a	LSK2
<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:

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 EQUIPMENT HANGING**

[Defect Class = LT25]

### **Defect Scope Description**

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



### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Defect Characteristic					SELECT

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability					Exposed Electrical Wiring OR No Exposed Electrical Wiring



### Defect Response Standards

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

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

Glare from street light being an inconvenience.

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Damage/fault					SELECT	

*Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability				SELECT		

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 4	12	n/a	Assess & Decide Strategy	LCG5

Assess & Decide – This will be referred to the CAT 4 Street Lighting team to respond.

### 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 Electrocuting 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 Electrocuting 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 Class Description**

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



### **Risk Characteristics**

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

#### *Potential Defect Impact – Characteristics*

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

#### *Potential Defect Probability – Characteristics*

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

### Defect Response Standards

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

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

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



### **Risk Characteristics**

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

### **Defect Response Standards**

#### *Potential Defect Impact – Characteristics*

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

#### *Potential Defect Probability – Characteristics*

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LCW1
		2hr	n/a	LCD1
Category 5	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 Class Description**

Light illuminating highway leaning from original position.

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact – Characteristics*

<b>I</b>	Very Low <b>1</b>	Low <b>2</b>	Medium <b>3</b>	High <b>4</b>	Very High <b>5</b>
Extent of Damage					Leaning OR Knocked Down OR Exposed Wiring

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low <b>1</b>	Low <b>2</b>	Medium <b>3</b>	High <b>4</b>	Very High <b>5</b>
<b>Exposed Wiring</b>					SELECT
<b>Leaning</b>			Causing an Obstruction - NO		Causing an Obstruction – YES
<b>Knocked Down</b>					SELECT



### Defect Response Standards

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

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

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

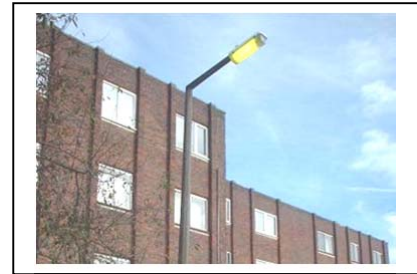
\*to be ascertained from Location Information

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

[Defect Class = LT19]

### **Defect Class Description**

Light illuminating highway turned on during the day.



### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Light on			SELECT		

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability				SELECT	

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 illuminating a road, footway or cycleway that has a broken or faulty lamp unit.

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact – Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Single Light out/flickering Or Multiple lights out</b>			SELECT		

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability				SELECT	

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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:

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 EQUIPMENT HANGING**

[Defect Class = LT24]

### **Defect Scope Description**

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

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Defect Characteristic					SELECT

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability					Exposed Electrical Wiring OR No Exposed Electrical Wiring

### Defect Response Standards

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

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

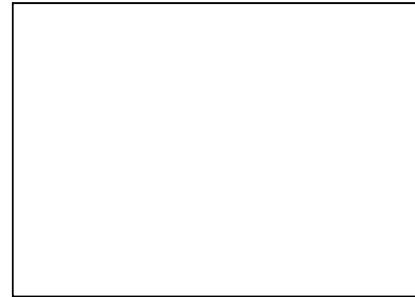
\*to be ascertained from Location Information

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

[Defect Class = LT27]

**Defect Scope Description**

Street lighting column cut down or necked.

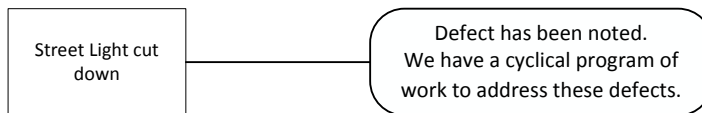


**Defect Specific Additional Details**

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

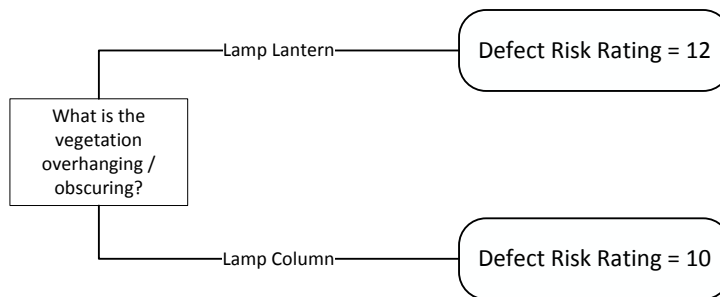
**Defect Specific Additional Details**

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 Class Description**

Light illuminating subway damaged or dirty.

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Damage			Dirty Cracked		Exposed Electrical Wiring

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability				Dirty Cracked	Exposed Electrical Wiring

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LUW1
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 Class Description**

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

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Defect Characteristic			Flickering Out		

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability				Flickering Out	

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Defect Characteristic					SELECT

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability					Exposed Electrical Wiring OR No Exposed Electrical Wiring

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	n/a	LCW1
		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 – SIGN ILLEGALLY PLACED ON HIGHWAY (Flyposting etc.)

[Defect Class = OB01]

### Defect Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is it racist or offensive?				No	Yes

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 Class Description**

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



**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Edge of Road</b> Characteristics					SELECT
<b>Centre of Road</b> Characteristics					SELECT

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability					SELECT

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	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.



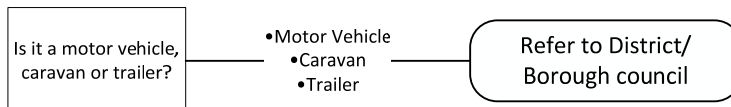
**Defect Specific Additional Details**

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

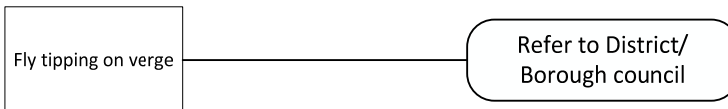
**Defect Specific Additional Details**

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 Class Description**

Intentionally throwing waste off a vehicle on the carriageway.

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is it causing an obstruction?	No				Yes

*Potential Defect Probability – Characteristics*

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

### Defect Response Standards

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

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 Class Description**

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

Photo



**Permanent Remedy Responsibility Rules**

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

**REFER TO ENFORCEMENT**

**CONFIRM CODE OHD8**

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	n/a	n/a	Refer to LICE (OHD8)

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

[Defect Class = PW01]

### **Defect Class Description**

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

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact	SELECT					

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	SELECT					

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	n/a	n/a	RWB8 – refer to Public Rights of Way

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

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

[Defect Class = PW02]

### **Defect Class Description**

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

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact	SELECT					

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	SELECT					

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	n/a	n/a	RWE8 – refer to Public Rights of Way

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

## **PUBLIC RIGHTS OF WAY – PUBLIC RIGHTS OF WAY FLOODED**

[Defect Class = PW03]

### **Defect Class Description**

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

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact	SELECT					

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	SELECT					

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	n/a	n/a	RWF8 – refer to Public Rights of Way

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

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

[Defect Class = PW04]

### **Defect Class Description**

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

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact	SELECT					

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	SELECT					



### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	n/a	n/a	RWG8 – refer to Public Rights of Way

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

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

[Defect Class = PW05]

**Defect Class Description**

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

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact	SELECT					

*Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	SELECT					

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	n/a	n/a	RWS8 – refer to Public Rights of Way

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

## ROAD AND CYCLE LANE – 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

### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

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

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Classification of Road			Unclassified	Cat B, C	Cat A

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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.*



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

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

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	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:

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

## ROAD AND CYCLE LANE – MANHOLE OR GULLY COVER SUNKEN

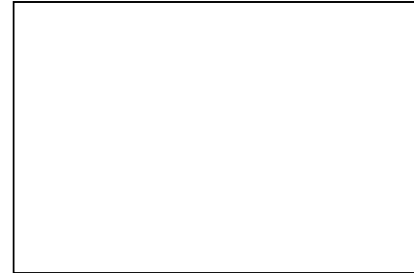
[Defect Class = CW03]

### Defect Class Description

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

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

*For loose, broken, or missing ironwork see CW02.*



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

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

#### Potential Defect Probability – Characteristics

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



### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 CYCLELANE – CRACK IN SURFACE

[Defect Class = CW04]

### Defect Class Description

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

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

*For loose, broken, or missing ironwork see CW02.*

Photo



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Defect Width		Less than 10mm			Greater than 10mm

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 CYCLELANE – MUD ON ROAD OR CYCLE LANE

[Defect Class = CW05]

### Defect Class Description

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

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

### Risk Characteristics



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

#### Potential Defect Impact – Characteristics

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

#### Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	2	3	4	5
<b>Straight Section &lt; 2 m</b>	Unclassified, B, C		A		
<b>Bend or Junction &lt; 2 m</b>		Unclassified	A, B, C		
<b>Straight Section &gt; 2 m</b>				Unclassified, B, C	A
<b>Bend or Junction &gt; 2 m</b>			Unclassified	B, C	A

### Defect Response Standards

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

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

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

\*\* in severe cases the HST Contractor may have to carry out Hazard Mitigation

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

## ROAD AND CYCLE LANE – POTHOLE

[Defect Class = CW06]

### Defect Class Description

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

### Risk Characteristics

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



### Potential Defect Impact – Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>&lt; 40 / 50mm deep</b> How wide?	< 300 mm	> 300 mm < 300 mm (A road)	> 300 mm (A road)		
<b>40 / 50 – 100 mm deep</b> How wide?				< 300 mm	> 300 mm
<b>&gt; 100 mm deep</b> How wide?				SELECT	

### Potential Defect Probability – Characteristics

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

*Potential Urgent Response – on ABC roads where depth is more than 40mm on designated cycle route or 50mm on Carriageway and where chunks of loose material (tennis ball size) exist*

<b>R</b>	Score to be added on to calculations where applicable					
	1	2	3	4	5	6
50 – 100 mm deep Road OR 40 – 100 mm deep Designated Cycle Route		> 300 mm wide				<300 mm wide
> 100 mm deep Road OR Designated Cycle Route		< 300 mm wide > 300 mm wide				

### Unclassified Road response

On an unclassified road where depth is 40mm-100mm on designated cycle route or 50mm-100mm on Carriageway

<b>U</b>	Score to be added on to calculations where applicable				
	1	2	3	4	5
50 – 100 mm deep Road OR 40 – 100 mm deep Designated Cycle Route			SELECT		

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
<b>Category 1</b>	22	24hr*	5 or 20 working days**	CPH2
	20	n/a	5 working days	CPH3
	15 – 16	n/a	20 working days	CPH4
<b>Category 2(H)</b>	9 – 12	n/a	Assess & Decide Strategy	CPH5
<b>Category 2(M)</b>	5 – 8	n/a	Assess & Decide Strategy	CPH6
<b>Category 2(L)</b>	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:

<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– ROADWORK SIGNS AND BARRIERS

[Defect Class = CW07]

### Defect Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

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

#### Potential Defect Probability – Characteristics

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

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	n/a	2 hr	CRW1
Category 1	20	n/a	24 hr	CRW2
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CRW8

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

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

[Defect Class = CW08]

### Defect Class Description - ROUGH OR UNEVEN ROAD SURFACE

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

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



### Risk Characteristics

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Length of uneven road surface		Less than 10 m		Greater than 10 m	

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Less than 10 m</b> Road Classification		Unclassified	A, B, C		
<b>Greater than 10 m</b> Road Classification		Unclassified	A, B, C		

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	RSU5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	RSU6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	RSU7

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

**ROAD AND CYCLE LANE–  
SLIPPERY SURFACE – NOT LEAVES, ICE OR SNOW (WORN SURFACE /  
TEXTURE)**

[Defect Class = CW09]

**Defect Class Description**

Road surface has become slippery, NOT caused by water, spillage, leaves, ice or snow.

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Length of uneven road surface		Less than 10 m		Greater than 10 m	

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Less than 10 m</b> Road Classification		Unclassified	A, B, C		
<b>Greater than 10 m</b> Road Classification		Unclassified	A, B, C		

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	CSS5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	CSS6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CSS7

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

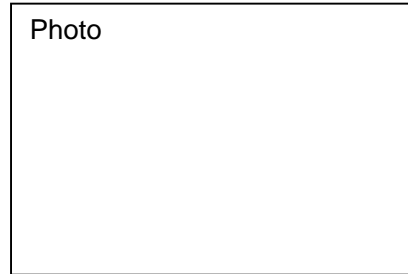
\*to be ascertained from Location Information

**ROAD AND CYCLE LANE –  
ROAD TRAFFIC INCIDENT (SPILLAGE, SURFACE DAMAGE BY FIRE ETC)**  
[Defect Class = CW10]

**Defect Class Description**

Road has been damaged / contaminated by a road traffic incident, which could include spillage or damage by fire.

Photo



**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact					SELECT

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Fire</b>					SELECT
<b>Spillage</b>					SELECT
<b>Road Traffic Incident</b>					SELECT

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	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 Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Type of road markings faded or missing	Disable Parking Bay, Yellow Waiting Restriction <b>Refer to District Borough Council</b>		Centre, Edge, Cycle Lane, Other	Junction Give way, Slow, Keep Clear, Anti-Skid Surface markings		

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Road Classification	Disable Parking Bay, Yellow Waiting Restriction <b>Refer to District Borough Council</b>		Junction Give way, Slow, Keep Clear, Anti-Skid Surface markings, Centre, Edge, Cycle Lane, Other			

### 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 Class Description

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



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

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

#### Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Missing / Damaged from Pedestrian Crossing		SELECT			
Missing / Damaged from Edge of Roads		SELECT			
Missing / Damaged from Centre of Road		SELECT			

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	CSD7

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

## ROAD AND CYCLE LANE– SAFETY BARRIERS DAMAGED OR MISSING

[Defect Class = CW13]

### Defect Class Description

Safety barrier damaged (from vehicular impact) or completely missing



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Causing an obstruction</b> <u>carriageway /</u> <u>footway</u>					SELECT
<b>Not Causing an obstruction</b>				Damaged	Knocked Down

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Causing Obstruction</b>					SELECT
<b>Knocked Down</b> Road Classification			Unclassified B, C		Dual Carriageway or A
<b>Damaged</b> Road Classification			Unclassified	Dual Carriageway or A , B & C	

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2 hr	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

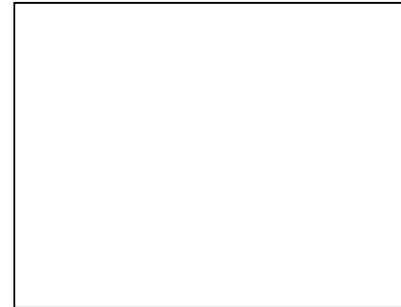
\*to be ascertained from Location Information

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

[Defect Class = CW14]

### Defect Scope Description

Missing or Damaged Traffic Calming Measure such as Chicane (build out) or Speed Humps.



### Risk Characteristics

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

#### *Potential Defect Impact – Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>What is the type of Road Hump</b>			Tarmac / Brick Paved		Preformed Plastic

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Tarmac / Brick Paved</b>					Section Missing / Damaged
<b>Preformed Plastic Speed Hump</b>			Section Missing		Protruding obstruction on the carriageway

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2 hr	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

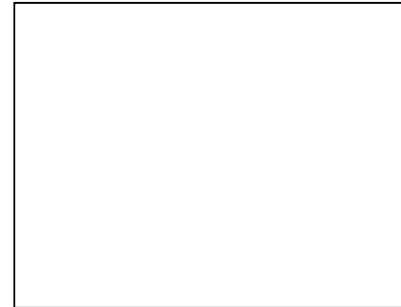


## ROAD AND CYCLE LANE – LARGE VOID (SINK HOLE - NOT A SOFT SPOT / POTHOLE)

[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.



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Large Void Impact</b>					SELECT

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Large depreciation in the ground e.g. depth &gt; 150mm &amp; diameter &gt;300mm</b>	No – Report as Pothole or Uneven surface				Yes

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2 hr	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

## ELECTRONIC SIGNS, RISING BOLLARDS & ENFORCEMENT CAMERAS

### FLASHING WARNING SIGN DAMAGED

[Defect Class = SE01]

#### Defect Class Description

Flashing sign warning vehicular traffic of speed limit.

Photo

#### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
What is problem with sign?			Not Working (Minor Damage)		Knocked Down / Leaning OR Exposed Wiring

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Exposed Wiring</b> Probability					SELECT
<b>No Exposed Wiring</b> Probability					SELECT

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	n/a	SFW1
Emergency	25	2hr	n/a	SFS1
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 Class Description

Camera that measures on going traffic speeds.

Photo

#### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Extent of damage	Not knocked down					Knocked Down OR Exposed Wiring

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Exposed Wiring</b> Probability						SELECT
<b>No Exposed Wiring</b> Probability	Not knocked down					Knocked Down

### 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	TCD1
Referral	0	n/a	n/a	TCD8 – refer to Safety Camera Partnership

### Hazard Mitigation Responsibility Rules

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

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

\*to be ascertained from Location Information

### Permanent Remedy Responsibility Rules

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

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

\*to be ascertained from Location Information

## SIGNS AND STREET NAME PLATES – SIGN FACE DIRTY, DAMAGED / OBSCURED OR MISSING

[Defect Class = SI01]

### Defect Class Description

Road sign face damaged, missing or dirty/obscured



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
What is problem with sign?	Dirty – but legible	Damaged / Obscured	Missing or Regulatory Sign - <b>Indicated on the next page.</b>		

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Dirty – but legible				SELECT	
Damaged / Obscured.				SELECT	
Missing				SELECT	
Regulatory Sign - <b>Indicated on the next page.</b>				SELECT	

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



601.1



602



606



610  
Not including bollards



614



615



616



670

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



521



520



515



512



506.1



507.1

## Defect Response Standards



The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(H)	9 – 12	n/a	Assess & Decide Strategy	STO5
Category 2(M)	5 – 8	n/a	Assess & Decide Strategy	STO6
Category 2(L)	1 – 4	n/a	Assess & Decide Strategy	STO7

#### Hazard Mitigation Responsibility Rules

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

#### Permanent Remedy Responsibility Rules

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

**SIGNS AND STREET NAME PLATES –  
STREET NAME PLATE DAMAGED OR MISSING**

[Defect Class = SI04]

**Defect Class Description**

Nameplate of street missing or damaged



**Permanent Remedy Responsibility Rules**

**Refer this to the District / Borough council for repair / replacement.**

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

[Defect Class = SI07]

### **Defect Class Description**

Unlit road sign knocked down

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is the sign causing an obstruction?		No		Yes – Footway / Cycle Track	Yes - Road / Cycle Lane

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability					SELECT

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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

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

### Permanent Remedy Responsibility Rules

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

## TRAFFIC SIGNALS– TRAFFIC SIGNALS TIMING PROBLEM

[Defect Class = TS01]

### Defect Class Description

Part time signal timing continuing past peak times or out of sequence etc.

Photo

### Risk Characteristics

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
What is the timing problem?		Lights out of sequence / Causing delay			Signals stuck

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability				Signals Stuck	Lights out of sequence / Causing delay

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 Class Description

Temporary traffic signal for roadwork's having a technical malfunction.



### Risk Characteristics

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
What is the problem with the signals?	Not Ringway Signals			Lights out of sequence / causing a delay	Signals stuck / Not working

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	Not Ringway Signals				SELECT

**Primary Response Officers will investigate the reported defect and ascertain ownership of the temporary traffic signals. Dependent upon ownership, the response will either be in accordance to the reaction times and procedures below or will be passed to the NRSWA team for appropriate action.**

**Problems to temporary traffic signals, owned by Ringway, will be responded to by trained Ringway operatives.**

#### **Defect Response Standards**

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

<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
<b>Referral</b>	0	n/a	n/a	TRW8 – Once made safe, refer to NRSWA.

#### **Hazard Mitigation Responsibility Rules**

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

<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 Class Description**

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

Photo



**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Which lights are not working?		Green or Amber light out		Red light out	All lights out

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact				All Lights out	Green or Amber OR Red light out

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 Class Description**

Traffic signals not working or damaged from vehicular impact, traffic signal deflected/cracked/light cover smashed.



**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Exposed Electrical Wiring					SELECT
Is the traffic signal knocked down or damaged?					Knocked Down Or Damaged

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Exposed Electrical Wiring					SELECT
Knocked Down					SELECT
Damaged	Not Causing an obstruction – No Action				Causing an obstruction

### 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–  
TRAFFIC SIGNALS DIRTY OR OBSCURED**  
[Defect Class = TS05]

**Defect Class Description**

Traffic signals dirty or obscured from any overgrown vegetation

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
What is the problem with traffic signal	Dirty signals				Signal Head Facing the Wrong Way OR Obscured Signal Head

*Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability		Obscured Signal Head			Signal Head Facing the Wrong Way

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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

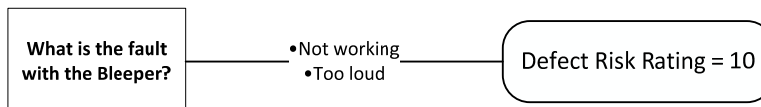
**Defect Specific Additional Details**

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 Class Description

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

Photo

#### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Exposed Electrical Wiring					SELECT
Is the rising bollard causing an obstruction?	No		Yes		

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Exposed Electrical Wiring					SELECT
Probability					SELECT

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	n/a	TSW1
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 = SF04]

### **Defect Class Description**

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

Photo

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Is the rising bollard Stuck up or down?	Down			Up	

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability					SELECT

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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

## CCTV/ANPR & TRAFFIC COUNTERS– CCTV/ANPR INSTALLATION DAMAGED

[Defect Class = CC02]

### Defect Class Description

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

Photo

### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Exposed Electrical Wiring					SELECT
Knocked Down					SELECT
Other	Secure				Not Secure

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Exposed Electrical Wiring					SELECT
Knocked Down					Select
Other	Secure				Not Secure

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	n/a	TSW1
Emergency	25	2hr	n/a	TCC1
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

### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Exposed Electrical Wiring					SELECT
Issue					Knocked down / Leaning

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Exposed Electrical Wiring					SELECT
Probability				Knocked down / Leaning – Not affecting traffic flow	Knocked down / Leaning – Affecting Traffic Flow

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	n/a	SVW1
Emergency	25	2hr	n/a	SVM1
Urgent	20	24hr	n/a	SVM3

### 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

### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Issue		Permanent Cabinet - Damaged				Permanent Cabinet - Knocked down
Permanent Cabinet - No	SELECT					

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Permanent Cabinet	No					
Damaged		SELECT				
Knocked down						SELECT

### Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	n/a	TC01
Special Maintenance	1	n/a	7 Days	TC06
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 – VEGETATION OR GRASS CUTTING

[Defect Class = TV01]

### Defect Class Description

Grass area on highway overgrown.

Photo



### Risk Characteristics

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

#### *Potential Defect Impact – Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Affecting sightlines	No				Yes

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability		SELECT			

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VGC5
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	VGC7

Note 1: A new Defect is to be logged in accordance with this Defect Class Policy only if the HST Contractor considers that a Hazard Mitigation action may have a limited life justifying further planned defect response.

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

### Hazard Mitigation Policy

The HST Contractor should carry out a 'permanent remedy' wherever possible. The permanent repair should be carried out as soon as possible.

### Permanent Remedy Responsibility Rules

As part of a planned program grass cutting will be completed.

## TREES AND VEGETATION – HEDGE OVERGROWN

[Defect Class = TV02]

### Defect Class Description

Highway hedge overgrown and encroaching upon footway/carriageway or obscuring sign.



### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
What / Where is the overgrown hedge causing an obstruction?	Other – Signs / Traffic Signal			Road / Cycle Lane OR Footway / Cycle Track OR Passable – On Private Land	

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Other – Signs / Street Light / Traffic Signal</b>	Log under appropriate fault				
<b>Road / Cycle Lane</b>			Passable – Not on Private Land		Not passable
<b>Footway / Cycle Track</b>			Passable – Not on Private Land		Not Passable
<b>Passable – On Private Land</b>	Ringway to send out the first letter.				

## Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 1	20	5 working days	Assess & Decide Strategy	VH03
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VH05
Category 2(L)	4 – 1	n/a	n/a	VH07 – Ringway to send out the first letter.

After Ringway have contacted the resident the first time, if there is no action, refer to L&E - change confirm code to VH08

## Hazard Mitigation Responsibility Rules

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

## Permanent Remedy Responsibility Rules

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

## TREES AND VEGETATION – NOXIOUS WEEDS

[Defect Class = TV03]

### Defect Class Description

Noxious weeds are those covered by the Weeds Act 1959 and Wildlife and Countryside Act 1981. The prescribed weeds are: Ragwort, Broad Leaved Dock, Curled Dock, Creeping Thistle, giant hogweed, Japanese knotweed, Himalayan balsam and Spear Thistle.



### Risk Characteristics

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

#### *Potential Defect Impact – Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact			SELECT		

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability				SELECT	

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VNW5

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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



## TREES & VEGETATION – TREE BRANCHES OVERHANGING

[Defect Class = TV04]

### Defect Class Description

A tree or part of a tree that is overhanging the highway such that it represents a hazard or obstruction on or over the trafficked part of a carriageway, cycleway or footway.

*Notes: See section Defects Response Standards for situation where the defect is clearly the responsibility of a land owner or occupier adjacent to the Highway.*

Photo

### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Causing an obstruction?	No Obstruction – growing on private land		Yes, to other – Street Light / Sign / Traffic Signal	No Obstruction – Unknown or not on private land	Yes, to Footway / Cycle Track	Yes, to Carriageway / Cycle Lane

\* Safe clearance above a footway is 2.1m

\*\* Safe clearance above a cycleway is 2.4m

\*\*\* Safe clearance above a carriageway likely to carry large vehicles is 5.3m

#### Potential Defect Probability – Characteristics

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Yes, to Carriageway / Cycle Lane						SELECT
Yes, to Footway / Cycle Track						SELECT
No Obstruction	On Private Property – Ringway to send out the first letter.				Not on Private Property	
Yes, to other – Street Light / Sign / Traffic Signal		Log under appropriate fault				

### Defect Response Standards

Where the tree is clearly the responsibility of an adjacent land owner or occupier the HST Contractor is required to first identify the owner/occupier and notify them, in writing, of the defect. The HST Contractor may need to act to mitigate any hazard.

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2 hr	Assess & Decide Strategy	VT01
Category 1	20	5 Working Days	Assess & Decide Strategy	VT03
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VT05
Referral	0	n/a	n/a	VT07 – Ringway to send out the first letter.

After Ringway have contacted the resident the first time, if there is no action, refer to L&E - change confirm code to VT08

Note 1: A new Defect is to be logged in accordance with this Defect Class Policy only if the HST Contractor considers that a Hazard Mitigation action may have a limited life justifying further planned defect response.

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

## TREES AND VEGETATION – TREE DEAD, DISEASED OR DYING

[Defect Class = TV05]

### Defect Class Description

Dead or dying tree with the possibility it falling and cause an obstruction.

Photo

### Risk Characteristics

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
What is the problem with the tree?			Branch dead / diseased / dying	Whole tree dead / diseased / dying	Immediate Danger

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability			Whole tree dead / diseased / dying	Branch dead / diseased / dying	Immediate Danger

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	VDD1
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VDD5

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

## TREES & VEGETATION – TREE OR BRANCH FALLEN

[Defect Class = TV06]

### Defect Class Description

A tree or part of a tree that has fallen onto the trafficked part of a carriageway, cycleway or footway.

*Notes: See section Defects Response Standards for situation where the defect is clearly the responsibility of a land owner or occupier adjacent to the Highway.*



### Risk Characteristics

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

#### Potential Defect Impact – Characteristics

I	Very Low	Low	Medium	High	Very High
	1	2	3	4	5
<b>Not Fallen on/Damaged Private Property Impact</b>			Not Causing an Obstruction	Yes to footway / cycle track	Yes to road / cycle lane
<b>Fallen on/Damaged Private Property Impact</b>				Not Causing an Obstruction	Causing an Obstruction

#### Potential Defect Probability – Characteristics

P	Very Low	Low	Medium	High	Very High
	1	2	3	4	5
<b>Not Fallen on/Damaged Private Property Probability</b>				No	Yes to road / cycle lane OR Yes to footway / cycle track
<b>Fallen on/Damaged Private Property Probability</b>	Tree on Private Property – not within HCC Highways Remit		Tree on Private Property – within HCC Highways Remit		Tree not on Private Property

### Defect Response Standards

Where the tree is clearly the responsibility of an adjacent land owner or occupier the HST Contractor is required to first identify the owner/occupier and notify them, in writing, of the defect. The HST Contractor may need to act to mitigate any hazard.

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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

Note 1: A new Defect is to be logged in accordance with this Defect Class Policy only if the HST Contractor considers that a Hazard Mitigation action may have a limited life justifying further planned defect response.

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

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

[Defect Class = TV07]

### Defect Class Description

Tree or root on HCC owned highway encroaching adjacent property, causing roads rising or cracking and/or obstructions to the property.

Photo

### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Problem			SELECT		

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability				SELECT	

For this fault –it is usual for an insurance claim to come through (Following the DSA assessment and referral).

Once the claim has been established –  
HCC Asset Owner is to be contacted and  
provide confirmation of tree removal – with  
DSA included in all correspondence.  
Ringway to update CONFIRM

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VRE5

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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



## TREES AND VEGETATION – TREE OR ROOT ENCROACHMENT INTO HIGHWAY

[Defect Class = TV08]

### Defect Class Description

Tree or root encroaching into highway, causing highway rising or cracking and/or obstructions to highway users.

Photo

### Risk Characteristics

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

#### Potential Defect Impact –Characteristics

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Problem		Causing cracks	Abrupt level change in carriageway		Obstruction

#### Potential Defect Probability – Characteristics

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability					SELECT

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	VTE1
Category 1	15 - 16	n/a	20 working days	VTE4
Category 2(H)	12 - 9	n/a	Assess & Decide Strategy	VTE5

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

## TREES AND VEGETATION – WEED GROWTH ON FOOTWAY

[Defect Class = TV09]

### Defect Class Description

Weed growth on footway causing cracks.



### Risk Characteristics

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

#### *Potential Defect Impact – Characteristics*

<b>I</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Impact			SELECT		

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Very Low	Low	Medium	High	Very High
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Category of Footway	Cat 4, 5	Cat 1, 2, 3			

### 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
Category 2(M)	8 – 5	n/a	Assess & Decide Strategy	VWG6
Category 2(L)	4 – 1	n/a	Assess & Decide Strategy	VWG7

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

**UTILITIES –  
DEFECTIVE PATCH OR TRENCH**  
[Defect Class = SU02]

**Defect Class Description**

A step in the trafficked surface of road sections of any class as a result of a defective patch, trench or similar that is obviously the responsibility of a Statutory Undertaker.

*Note: If the defect is not the responsibility of a Statutory Undertaker or the ownership cannot be ascertained, use CW01*

Photo

**Risk Characteristics**

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

*Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Defect Type	SELECT					

*Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Road Classification	SELECT					

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	n/a	n/a	NRSWA

Note 1: A new Defect is to be logged in accordance with this Defect Class Policy only if the HST Contractor considers that a Hazard Mitigation action may have a limited life justifying further planned defect response.

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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

**UTILITIES –  
OVERHEAD WIRES/POLES DAMAGED OR UNSTABLE**  
[Defect Class = SU03]

**Defect Class Description**

Electricity pylons damaged or unstable.

Photo

**Risk Characteristics**

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

*Potential Defect Impact – Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Status	SELECT					

*Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Compulsory Selection	SELECT					

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	n/a	n/a	NRSWA

### Hazard Mitigation Responsibility Rules

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

### Permanent Remedy Responsibility Rules

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



**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

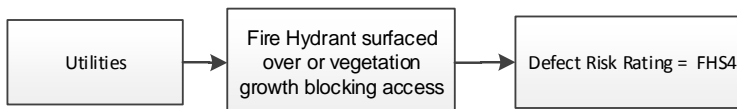
**Defect Specific Additional Details**

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 – ICE AND SNOW ON ROAD OR FOOTWAY**

[Defect Class = WS01]

### **Defect Class Description**

Ice or snow located in the trafficked surface of footway.



### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Location	SELECT					

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	SELECT					

**Please Refer to Winter Service Plan**

Road Priorities	
Priority Number	Description
Priority 1	Primary Roads
Priority 2(a)	Main Distributor Roads Secondary Distributor Roads Roads serving significant industrial areas and shopping centres
Priority 2(b)	Selected Scheduled Bus Routes (In general small buses have greater manoeuvrability than conventional double decker buses therefore their routes will not be singled out) One road to each village Urban cycleways open to mopeds where accessible to vehicle mounted or towed spreaders
Priority 3	Other roads with steep gradients in urban / residential areas Rural roads with poor drainage. Where the remainder of the road network running or standing water is a hazard
Priority 4	The remainder of the road network

## **WINTER SERVICE – SALT BIN MISSING OR DAMAGED OR EMPTY**

[Defect Class = WS04]

### **Defect Class Description**

Salt storage bin empty and in need for refill, or missing from position / damaged.



### **Risk Characteristics**

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

#### *Potential Defect Impact –Characteristics*

<b>I</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Status	Empty		Missing OR Damaged			

#### *Potential Defect Probability – Characteristics*

<b>P</b>	Referral	Very Low	Low	Medium	High	Very High
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Probability	Empty		Missing OR Damaged			

### Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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

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