

Hertfordshire County Council

Highways Service Term Contract

Contract Ref: HCC1003710

Defect Management Approach

Schedule 15 – Enquiry Guidance Notes

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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	<i>Rob Payne</i>	Service Development and Communications Manager	01/03/2024	3.3
Peter Simpson	<i>Peter Simpson</i>	Senior Asset Manager & Team Leader	01/003/2024	3.3

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1. Overview of Defect Management Approach

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

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

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

This document is the second of this series.

Appendix A – Defect Class Policies

Animals – Default Animal

[Defect Class = AN00]

Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Not applicable.

Permanent Remedy Responsibility Rules

Not applicable.

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Animals – Dead Animal off Road

[Defect Class = AN01]



Defect Scope Description

Dead animal(s) causing hazard off a road.

Defect Specific Additional Details

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

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Not applicable	2 hours	AOF1
Category 1	20	Not applicable	5 working days	AOF3

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	Not applicable	Not applicable	Refer to District/Borough

Hazard Mitigation Responsibility Rules

Not applicable.

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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Animals – Dead Animal on Road

[Defect Class = AN02]

Defect Scope Description

Dead animal(s) causing hazard on a road.

Defect Specific Additional Details

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

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

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 hours	Not applicable	AON1
Category 1	20	Not applicable	5 working days	AON3

Hazard Mitigation Responsibility Rules

Not applicable.

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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor

Location of Defect (Note 1)	Permanent Remedy Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Animals – Live Animal on Road

[Defect Class = AN04]



Defect Scope Description

Live animal(s) causing hazard on a highway.

Defect Specific Additional Details

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

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

Animals – Rabbit Infestation on Footway, Verge or Road

[Defect Class = AN05]



Defect Scope Description

Rabbits polluting the highway area.

Defect Specific Additional Details

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(M)	8 – 5	Not applicable	Assess & Decide Strategy	ARI6

Hazard Mitigation Responsibility Rules

Not applicable.

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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Bus Shelters and Bus Stops – Default Bus Shelters and Bus Stops

[Defect Class = BS00]



Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Not applicable.

Permanent Remedy Responsibility Rules

Not applicable.

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Bus Shelters and Bus Stops – Bus Electronic Display Screen Damaged

[Defect Class = BS01]



Defect Scope Description

Bus electronic display damaged; cracked screen or electrical malfunction.

Defect Specific Additional Details

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

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

BED8 – Refer to Passenger Transport Unit (PTU).

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2 hours	Assess & Decide Strategy	BEW1
Referral	0	Not applicable	Not applicable	BED8 – refer to Passenger Transport Unit (PTU)

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Bus Shelters and Bus Stops – Bus Electronic Journey Planner Damaged

[Defect Class = BS02]



Defect Scope Description

Journey planner screen cracked or broken, has electronic malfunctions.

Defect Specific Additional Details

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

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

BJP8 – refer to Passenger Transport Unit (PTU)

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2 hours	Assess & Decide Strategy	BEW1
Referral	0	Not applicable	Not applicable	BJP8 – refer to Passenger Transport Unit (PTU)

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Bus Shelters and Bus Stops – Bus Stop Pole Leaning or Damaged

[Defect Class = BS04]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Is it causing an obstruction? <i>(Mandatory)</i>	Yes
Is it causing an obstruction? <i>(Mandatory)</i>	Private property
Is it causing an obstruction? <i>(Mandatory)</i>	No

BPL8 – refer to Passenger Transport Unit (PTU).

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	Not applicable	Not applicable	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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Bus Shelters and Bus Stops – Bus Stop Sign Missing or Damaged

[Defect Class = BS05]



Defect Scope Description

Bus stop sign has noticeable damage or is missing.

Defect Specific Additional Details

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

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	Not applicable	Not applicable	BSM8 – refer to Passenger Transport Unit (PTU)

BSM8 – refer to Passenger Transport Unit (PTU).

Bus Shelters and Bus Stops – Seat or Light Damaged

[Defect Class = BS06]



Defect Scope Description

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

Defect Specific Additional Details

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

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

BSL8 – refer to Passenger Transport Unit (PTU).

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	Not applicable	Not applicable	BSL1
Referral	4 - 1	Not applicable	Not applicable	Refer to District/Borough or BSL8 – refer to Passenger Transport Unit (PTU)

Bus Shelters and Bus Stops – Timetable Missing or Damaged

[Defect Class = BS07]



Defect Scope Description

Bus timetable is missing or has been damaged.

Defect Specific Additional Details

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

Information Requested	Response Choice
Is the frame damaged? <i>(Mandatory)</i>	Yes
Is the frame damaged? <i>(Mandatory)</i>	No

Defect Response Standards

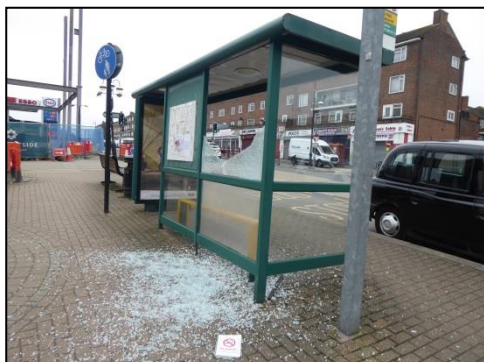
The following Defect Response Standards will be applied.

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	Not applicable	Not applicable	BIT8 – refer to Passenger Transport Unit (PTU)

BIT8 – refer to Passenger Transport Unit (PTU).

Bus Shelters and Bus Stops – Shelter Damaged

[Defect Class = BS08]



Defect Scope Description

Bus shelter had been damaged.

Defect Specific Additional Details

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

Information Requested	Response Choice	
Is there shattered glass or plastic? <i>(Mandatory)</i>	Yes	
Is there shattered glass or plastic? <i>(Mandatory)</i>	No	
Has the structure of the bus shelter been damaged? <i>(Mandatory)</i>	Yes	Only ask if answer to Q1 is “No”
Has the structure of the bus shelter been damaged? <i>(Mandatory)</i>	No	Only ask if answer to Q1 is “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
Category 1	20	24 hours	Assess & Decide Strategy	BSD2
Category 2(L)	4 - 1	Not applicable	Not applicable	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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Flooding and Drainage – Default Flooding and Drainage

[Defect Class = FL00]



Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Not applicable.

Permanent Remedy Responsibility Rules

Not applicable.

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Flooding and Drainage – Property Damaged by Flooding

[Defect Class = FL01]



Defect Scope Description

Flooded highway causing damage to adjacent property(s).

Defect Specific Additional Details

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

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

Information Requested	Response Choice
What part of the property is being flooded? (<i>Mandatory</i>)	Garden
Is the flooding happening at present? (mandatory)	Yes
Is the flooding happening at present? (mandatory)	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	2 hours	Assess & Decide Strategy	DPD1
Category 1	20	24 hours	Assess & Decide Strategy	DPD2
Category 1	16	5 working days	Assess & Decide Strategy	DPD3
Category 1	15	20 Working Days	Assess & Decide Strategy	DPD4
Referral	0	Not applicable	Not applicable	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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Flooding and Drainage – Road Flooded

[Defect Class = FL02]



Defect Class Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice	
Is it affecting the flow of traffic? (Mandatory)	Yes, all traffic	
Is it affecting the flow of traffic? (Mandatory)	Yes, traffic in one direction	
Is it affecting the flow of traffic? (Mandatory)	Yes, cycle traffic	
Is it affecting the flow of traffic? (Mandatory)	No	
Is the road flooded at the moment? (Mandatory)	Yes	Not asked is answer to Q1 is "No".
Is the road flooded at the moment? (Mandatory)	No	Not asked is answer to Q1 is "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	2 hours	Assess & Decide Strategy	DCF1
Category 1	20	24 hours	Assess & Decide Strategy	DCF2
Category 1	15 - 16	5 working days	Assess & Decide Strategy	DCF3
Category 2(H)	12 - 9	Not applicable	Assess & Decide Strategy	DCF5
Category 2(M)	8 – 5	Not applicable	Assess & Decide Strategy	DCF6
Category 2(L)	4 – 1	Not applicable	Assess & Decide Strategy	DCF7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Flooding and Drainage – Ditch Silted / Overgrown or Headwall Damaged

[Defect Class = FL03]



Defect Scope Description

Ditch headwall damaged, collapsed or silted and overgrown.

Defect Specific Additional Details

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

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

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)	9-10	Not applicable	Assess & Decide Strategy	DIT5
Category 2(M)	6-8	Not applicable	Assess & Decide Strategy	DIT6

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Flooding and Drainage – Footway Flooded

[Defect Class = FL08]

Defect Class Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Is the footway passable? (<i>mandatory</i>)	Yes
Is the footway passable? (<i>mandatory</i>)	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	2 hours	Assess & Decide Strategy	DFL1
Category 1	20	24 hours	Assess & Decide Strategy	DFL2
Category 1	15 - 16	5 working days	Assess & Decide Strategy	DFL3
Category 2(L)	4 – 1	Not applicable	Assess & Decide Strategy	DFL7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Flooding and Drainage – Blocked Gully or Drain

[Defect Class = FL09]



Defect Scope Description

Gully blocked, filled with silt / dirt / leaves.

Defect Specific Additional Details

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

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	Not applicable	Not applicable	Internal Email notification

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Flooding and Drainage – Subway Flooded

[Defect Class = FL12]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Is the subway passable? <i>(Mandatory)</i>	Yes
Is the subway passable? <i>(Mandatory)</i>	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	2 hours	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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Default Footways, Cycle Tracks, Verges and Embankments

[Defect Class = FV00]



Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Not applicable.

Permanent Remedy Responsibility Rules

Not applicable.

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Steps Damaged

[Defect Class = FV02]



Defect Scope Description

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

Defect Specific Additional Details

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

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

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 hours	Assess & Decide Strategy	FSD1
Category 1	20	Not applicable	5 working days	FSD3
Category 1	15 - 16	Not applicable	20 working days	FSD4
Category 2(H)	12 - 9	Not applicable	Assess & Decide Strategy	FSD5

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Step Height not Uniform

[Defect Class = FV16]



Defect Scope Description

Any steps that are not uniform in height. i.e. each step is a significantly different height and as a result they are likely to give rise to the potential of a trip/fall. Old heritage style steps that are not uniform and can't be altered due to their historical nature are not included.

Defect Specific Additional Details

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

Defect Response Standards

The 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	Not applicable	Assess and Decide Strategy	FSH5

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle tracks, Verges and Embankments – Ironwork (Gullys, Manholes etc) Missing / Broken / Loose

[Defect Class = FV03]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
What is the problem with the cover? <i>(Mandatory)</i>	Loose or Rocking
What is the problem with the cover? <i>(Mandatory)</i>	Damaged or Broken
What is the problem with the cover? <i>(Mandatory)</i>	Collapsed or missing
Where is the fault located? <i>(Mandatory)</i>	Footway
Where is the fault located? <i>(Mandatory)</i>	Cycle Track
Where is the fault located? <i>(Mandatory)</i>	Verge

Information Requested	Response Choice	
Where is the fault located? (Mandatory)	Embankment	
Signs, cones and/or Barrier around damage? (Mandatory)	Yes	Only asked if answer to Q1 is “Collapsed or missing”
Signs, cones and/or Barrier around damage? (Mandatory)	No	Only asked if answer to Q1 is “Collapsed or missing”
What is the Iron Works (Optional)	Gully	
What is the Iron Works (Optional)	Manhole	
What is the Iron Works (Optional)	Other	
Is there a name on the cover? If so, please state (Optional)		

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 hours	Assess & Decide Strategy	FCD1
Category 1	20	24 hours	Assess & Decide Strategy	FCD2
Category 1 (L)	15 – 16	Not applicable	20 working days	FCD4
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	FCD5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	FCD6

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	FCD7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Ironwork (Gullies, Manholes etc) Sunken

[Defect Class = FV04]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
What is the problem with the cover? (Mandatory)	Sunken
Where is the fault located? (Mandatory)	Footway
Where is the fault located? (Mandatory)	Cycle Track
Where is the fault located? (Mandatory)	Verge
Where is the fault located? (Mandatory)	Embankment

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

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	Not applicable	5 working days	FCS3
Category 1	15 – 16	Not applicable	20 working days	FCS4
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	FCS5

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	FCS6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	FCS7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Ironwork (Gullies, Manholes etc) Causing a Trip

[Defect Class = FV14]



Defect Scope Description

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

Defect Specific Additional Details

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

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

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	Not applicable	5 working days	FCT3
Category 1	15 – 16	Not applicable	20 working days	FCT4
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	FCT5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	FCT6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	FCT7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Mud on Footway / Cycle Track

[Defect Class = FV05]



Defect Scope Description

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

Defect Specific Additional Details

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

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

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	Not applicable	5 working days	FMD3
Category 1	15 – 16	Not applicable	20 working days	FMD4
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	FMD5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	FMD6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	FMD7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	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

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor for Welwyn and Hatfield District (for other districts the District Council is responsible).

Location of Defect (Note 1)	Permanent Remedy Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Verge Encroachment onto Footway / Cycle Track

[Defect Class = FV07]



Defect Scope Description

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

Defect Specific Additional Details

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

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

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	Not applicable	5 working days	FVE3
Category 1 (L)	15 – 16	Not applicable	20 working days	FVE4
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	FVE5

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Defective Footway Surface

[Defect Class = FV08]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
What is the length of the uneven surface? Please provide your best estimate <i>(Mandatory)</i>	Less than 5m
What is the length of the uneven surface? Please provide your best estimate <i>(Mandatory)</i>	5m – 10m
What is the length of the uneven surface? Please provide your best estimate <i>(Mandatory)</i>	Greater than 10m
What is the surface type? <i>(Optional)</i>	Tarmac
What is the surface type? <i>(Optional)</i>	Paving slabs/blocks
What is the surface type? <i>(Optional)</i>	Concrete
What is the surface type? <i>(Optional)</i>	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(H)	9 – 12	Not applicable	Assess & Decide Strategy	FSU5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	FSU6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	FSU7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Soft

Verge Damaged / Overrun

[Defect Class = FV09]



Defect Scope Description

Verge has been damaged from vehicular traffic and been overrun.

Defect Specific Additional Details

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

Information Requested	Response Choice	
What is the damage? (Mandatory)	Stones on verge	
What is the damage? (Mandatory)	Ruts in verge	
How deep is the rut? (Mandatory)	Less than 100mm / 4 inch	Ask this question if the answer to Q1 is ' <i>Ruts in verge</i> '
How deep is the rut? (Mandatory)	Greater than 100mm / 4 inch	Ask this question if the answer to Q1 is ' <i>Ruts in verge</i> '
What is the length of the rut? (Optional)		Ask this question if the answer to Q1 is ' <i>Ruts in verge</i> '

Information Requested	Response Choice
Do you know who caused the damage? If yes, please state the name (Optional)	

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	Not applicable	Assess & Decide Strategy	FVD6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	FVD7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footway, Cycle Tracks, Verges and Embankments – Trip

Hazard

[Defect Class = FV10]



Defect Scope Description

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

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

(Not obviously on a Utilities Trench or Service Box).

Defect Specific Additional Details

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

Information Requested	Response Choice
What is the height / depth? Please provide your best estimate (<i>Mandatory</i>)	Less than 20mm / $\frac{3}{4}$ inch
What is the height / depth? Please provide your best estimate (<i>Mandatory</i>)	Greater than 20mm / $\frac{3}{4}$ inch

Information Requested	Response Choice	
What is the surface type? (Optional)	Tarmac	
What is the surface type? (Optional)	Paving slabs or blocks	
What is the surface type? (Optional)	Concrete	
Is there loose material, or is it affecting other things on the footway?	Yes	Will only be asked if answer to Q1 is “Greater than 20mm / ¾ inch”
Is there loose material, or is it affecting other things on the footway?	No	Will only be asked if answer to Q1 is “Greater than 20mm / ¾ inch”

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	24 hour (Note 1)	5 or 20 working days (Note 2)	FTP2
Category 1	20	Not applicable	5 working days	FTP3
Category 1	15 – 16	Not applicable	20 working days	FTP4
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	FTP5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	FTP6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	FTP7

Note 1: Please read in conjunction with the operation practice note regarding urgent response for carriageways and footways.

Note 2: 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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Hazardous Leaves on Footway / Cycle Track

[Defect Class = FV11]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Are the leaves on a step or a steep incline? <i>(Mandatory)</i>	Yes
Are the leaves on a step or a steep incline? <i>(Mandatory)</i>	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
Category 1	20	Not applicable	5 working days	FLV3

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	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

Note 1: to be ascertained from Location Information.

Permanent Remedy Responsibility Rules

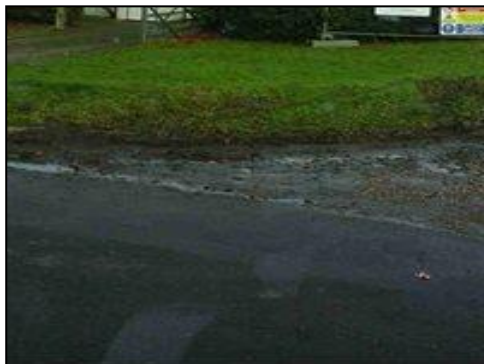
The Permanent Remedy Responsibility will be established in accordance with the following rules:

Location of Defect (Note 1)	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

Note 1: to be ascertained from Location Information.

Footways, Cycle Tracks, Verges and Embankments – Unstable Embankments / Cuttings

[Defect Class = FV12]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Is the embankment causing damage to property, carriageway, or footway <i>(Mandatory)</i>	Property
Is the embankment causing damage to property, carriageway, or footway <i>(Mandatory)</i>	Carriageway / cycle lane
Is the embankment causing damage to property, carriageway, or footway <i>(Mandatory)</i>	Footway / cycle track
Is the failure causing obstruction on the highway or causing ground movement <i>(Optional)</i>	Obstruction on Highway
Is the failure causing obstruction on the highway or causing ground movement <i>(Optional)</i>	Ground Movement
Are there signs, cones and / or barriers around the damage? <i>(Mandatory)</i>	Yes

Information Requested	Response Choice
Are there signs, cones and / or barriers around the damage? (Mandatory)	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	2 hours	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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Footways, Cycletracks, Verges and Embankments – Damaged or Missing Kerb, Edging or Channel

[Defect Class = KC01]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Is the kerb, edging or channel damaged or missing? (Mandatory)	Damaged
Is the kerb, edging or channel damaged or missing? (Mandatory)	Missing
What is the degree of damage? (Mandatory)	Chipped
What is the degree of damage? (Mandatory)	Cracked / rocking
What is the degree of damage? (Mandatory)	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	Not applicable	5 working days	CKD3
Category 1	15 – 16	Not applicable	20 working days	CKD4
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	CKD4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Graffiti – Default Graffiti

[Defect Class = GR00]



Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Not applicable.

Permanent Remedy Responsibility Rules

Not applicable.

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Graffiti – Graffiti on Highways Property

[Defect Class = GR01]

Defect Scope Description

Writing or drawings sprayed on highway property.

Defect Specific Additional Details

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

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

Information Requested	Response Choice	
Is it obstructing a road sign? (<i>Mandatory</i>	No	Not asked if answer to Q1 is “Private Wall / Railway Bridge” or answer to Q2 is “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	20	24 hours	Assess & Decide Strategy	GRA2
Category 1	15 – 16	20 working days	Assess & Decide Strategy	GRA4
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	GRA7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor

Location of Defect (Note 1)	Permanent Remedy Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Guardrails, Fencing, Bollards, and Posts – Default Guardrails, Fencing, Unlit Bollards And Posts

[Defect Class = FE00]



Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Not applicable.

Permanent Remedy Responsibility Rules

Not applicable.

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Guardrails, Fencing, Unlit Bollards, and Posts – Highway Fence / Wall Damaged Or Missing

[Defect Class = FE02]



Defect Scope Description

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

Defect Specific Additional Details

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

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

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 hours	Assess & Decide Strategy	PKD1
Category 1	20	24 hours	Assess & Decide Strategy	PKD2
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	PKD5

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Guardrails, Fencing, Unlit Bollards, and Posts – Pedestrian Guardrails Damaged or Missing

[Defect Class = FE03]



Defect Class Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice	
Are there any sharp edges within reach? <i>(Mandatory)</i>	Yes	
Are there any sharp edges within reach? <i>(Mandatory)</i>	No	
Is the guardrail missing or causing an obstruction? <i>(Mandatory)</i>	Missing	Only asked if answer to Q1 is "No"
Is the guardrail missing or causing an obstruction? <i>(Mandatory)</i>	Obstruction to road / cycle lane	Only asked if answer to Q1 is "No"
Is the guardrail missing or causing an obstruction? <i>(Mandatory)</i>	Obstruction to footway / cycle track	Only asked if answer to Q1 is "No"

Information Requested	Response Choice	
Is this creating a potential drop of greater than 600mm/2ft?	Yes	Only asked if answer to Q2 is “Missing”
Is this creating a potential drop of greater than 600mm/2ft?	No	Only asked if answer to Q2 is “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	2 hours	Assess & Decide Strategy	PED1
Category 1	20	24 hours	Assess & Decide Strategy	PED2
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	PED5

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Guardrails, Fencing, Unlit Bollards, and Posts – Pedestrian Handrails Damaged or Missing

[Defect Class = FE04]



Defect Scope Description

A damaged or missing section of pedestrian handrail.

Defect Specific Additional Details

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

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

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 hours	Assess & Decide Strategy	PHR1
Category 1	20	24 hours	Assess & Decide Strategy	PHR2
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	PHR5

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Guardrails, Fencing, Unlit Bollards, and Posts – Unlit Bollards / Posts Damaged or Missing

[Defect Class = FE05]



Defect Scope Description

Rigid unlit bollard or post (not including sign posts) of any construction and serving any purpose on the highway - damaged or missing. This also includes any resultant trip hazard because of the damaged or missing bollard/post.

Defect Specific Additional Details

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

Information Requested	Response Choice
What is the extent of the damage? (Mandatory)	Damaged
What is the extent of the damage? (Mandatory)	Missing
What is the extent of the damage? (Mandatory)	Leaning
Is the bollard causing an obstruction to the carriageway, footway, or cycle lane? (Mandatory)	Yes

Information Requested	Response Choice	
Is the bollard causing an obstruction to the carriageway, footway, or cycle lane? (Mandatory)	No	
Is this causing a trip hazard within the footway greater than 20mm? (Mandatory)	Yes	Only ask if answer to Q2 is “No”.
Is this causing a trip hazard within the footway greater than 20mm? (Mandatory)	No	Only ask if answer to Q2 is “No”.
Is there loose material or is it affecting other things on the highway? (Mandatory)	Yes	Only ask if answer to Q3 is “Yes” and on hierarchy 1 footway*
Is there loose material or is it affecting other things on the highway? (Mandatory)	No	Only ask if answer to Q3 is “Yes” and on hierarchy 1 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	2 Hours	Assess & Decide Strategy	PUB1
Category 1	22	24 Hours (Note 1)	Assess & Decide Strategy	PUB2
Category 1	20	Not applicable	5 Working Days (Note 2)	PUB3
Category 1	15	Not applicable	20 Working Days (Note 2)	PUB4

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(H)	9	Not applicable	Assess & Decide Strategy	PUB5

Note 1: Please read in conjunction with the operation practice note regarding urgent response for carriageways and footways

Note 2: If a permanent remedy is not possible due to specialist bollard lead times, then hazard mitigation shall take place instead, with a response time equivalent to the stated permanent remedy time. Following mitigation, the report will be recategorized to PUB5.

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Guardrails, Fencing, Unlit Bollards, and Posts – Deer Fencing Damaged, Leaning or Missing

[Defect Class = FE06]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Not applicable	Not applicable

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 hours	20 Working Days	FAD1

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Guardrails, Fencing, Unlit Bollards, and Posts – Private Fence / Wall / Structure Damaged or Leaning

[Defect Class = FE08]

Defect Scope Description

A damaged or leaning section of fence/wall/structure on private property adjacent to the highway.

Defect Specific Additional Details

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

Information Requested	Response Choice
Not applicable	Not applicable

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	20	Not applicable	Assess & Decide Strategy	Refer to Hertfordshire Building Control (Note 1) or District/Borough Council
Emergency**	25	2 Hours (Note 2)	Not applicable	STM1 (Note 2)

Note 1: As of 2021 Hertfordshire Building Control oversee building control matters on behalf of all districts/boroughs except for in St Albans and Watford who deal in-house.

Note 2: Only to be used if St Albans DC, Watford BC, or Hertfordshire Building Control have requested TM or road/footway closure for safety reasons.

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier & District/Borough Council Building Control

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier & District/Borough Council Building Control

Note 1: to be ascertained from Location Information.

Highway Bridges and Walls – Default Highway Bridges and Walls

[Defect Class = HB00]



Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Not applicable.

Permanent Remedy Responsibility Rules

Not applicable.

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Highway Bridges and Walls – Bridge / Structure Damaged or Unstable

[Defect Class = HB01]



Defect Scope Description

Highway Bridge damaged from vehicular impact.

Defect Specific Additional Details

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

Information Requested	Response Choice	
What type of structure is damaged? <i>(Mandatory)</i>	Bridge	
What type of structure is damaged? <i>(Mandatory)</i>	Gantry	
What type of structure is damaged? <i>(Mandatory)</i>	Retaining wall	
What type of structure is damaged? <i>(Mandatory)</i>	Subway	
What type of structure is damaged? <i>(Mandatory)</i>	Other	
What type of bridge is it? <i>(Mandatory)</i>	Footway bridge	Only asked if answer to Q1 is "bridge"

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

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 hours	Assess & Decide Strategy	HBW1
Category 2(L)	1 – 4	Not applicable	Not applicable	HBW8 (Note 1)

Note 1: After Ringway have attended site and made safe, this code will be used, which will be monitored by the WCS Structures Team.

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Lighting/Lit Features – Default Lighting/Lit Features

[Defect Class = LT00]



Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light - Beacon – Belisha Beacon/Central Island Beacon Globe Damaged or Dirty

[Defect Class = LT01]



Defect Scope Description

Belisha beacon globe damaged (cracked or missing).

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed– 2 hours	Not applicable	LBW1
Category 5	12	Not applicable	5 Working Days	LBD3

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Beacon – Belisha Beacon/Central Island Beacon

Knocked Down or Leaning

[Defect Class = LT02]

Defect Scope Description

Belisha beacon knocked down or leaning.

Defect Specific Additional Details

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

Information Requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	
Are there any exposed wires? (Mandatory)	No	
Is the Belisha beacon Leaning or Knocked Down?	Leaning	Only asked is answer to Q1 is “No”
Is the Belisha beacon Leaning or Knocked Down?	Knocked Down	Only asked is answer to Q1 is “No”
Are there any signs, cones and/or barriers around the damage?	Yes	Question asked if the answer to the previous question is – ‘knocked down’
Are there any signs, cones and/or barriers around the damage?	No	Question asked if the answer to the previous question is – ‘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
Emergency	25	Electrical Wiring Exposed – 2 hours	Not applicable	LBW1
Emergency	25	2 hours	Not applicable	LBK1
Category 5	12 & 15	Not applicable	5 working days	LBK3

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Beacon – Belisha Beacon / Central Island Beacon Out or Flickering

[Defect Class = LT03]



Defect Scope Description

Belisha beacon not working or flickering.

Defect Specific Additional Details

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

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	Not applicable	5 working days	LBO3

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Festive Light – Festive Lighting Fault or Damage

[Defect Class = LT04]

Defect Scope Description

Seasonal lighting damaged, not working or causing an obstruction.

Defect Specific Additional Details

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

Information Requested	Response Choice
What is the damage? (<i>Mandatory</i>)	Exposed electrical wiring, electrocution hazard
What is the damage? (<i>Mandatory</i>)	Other fault

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– 2 hours	Not applicable	LXM1
Referral	0	Not applicable	Not applicable	Refer to District/Borough

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	District Council Responsibility unless Electrocutation Risk where HST Contractors Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	District Council Responsibility unless Electrocutation Risk where HST Contractors Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Lit Bollard – Lit Bollard Damaged or Missing

[Defect Class = LT08]



Defect Class Description

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

Defect Specific Additional Details

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

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

Information Requested	Response Choice
Are there any signs, cones and / or barriers around the 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	Electrical Wiring Exposed – 2 hours	Not applicable	LLW1
Emergency	20	24 hours	Not applicable	LLD2
Category 5	12	Not applicable	20 working days	LLD4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Lit Bollard – Lit Bollard Out or Flickering

[Defect Class = LT09]

Defect Scope Description

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

Defect Specific Additional Details

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

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	Not applicable	20 working days	LLO4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Sign Light – Sign Light Lens Damaged or Dirty

[Defect Class = LT06]

Defect Scope Description

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

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	Not applicable	LSW1
Category 5	12	Not applicable	20 working days	LSB4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Sign Light – Sign Light Door Damaged or Missing or Open

[Defect Class = LT10]

Defect Scope Description

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

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	Not applicable	LSW1

Emergency	25	2 hours	Not applicable	LSD1
Category 5	12	Not applicable	20 working days	LSD4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Sign Light – Sign Light Missing

[Defect Class = LT12]

Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	Not applicable	LSW1
Category 2	12	Not applicable	Assess & Decide Strategy	LSM4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
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HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Sign Light – Sign Light on During Day

[Defect Class = LT14]

Defect Scope Description

Light illuminating road sign on during the day.

Defect Specific Additional Details

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

Information Requested	Response Choice
What sign is it? (<i>Optional</i>)	Direction Sign
What sign is it? (<i>Optional</i>)	Information Sign
What sign is it? (<i>Optional</i>)	Level Crossing Sign
What sign is it? (<i>Optional</i>)	Low Bridge Sign
What sign is it? (<i>Optional</i>)	Other
What sign is it? (<i>Optional</i>)	Regulatory Sign
What sign is it? (<i>Optional</i>)	Speed limit Sign
What sign is it? (<i>Optional</i>)	Warning Sign

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	Not applicable	20 working days	LSL4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor

Location of Defect (Note 1)	Hazard Mitigation Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Sign Light – Sign Light Out or Flickering

[Defect Class = LT16]

Defect Scope Description

Light illuminating road sign out or flickering.

Defect Specific Additional Details

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

Information Requested	Response Choice
What time was the sign light seen to be faulty? (Mandatory)	Sign light on: Midnight – 6am
What time was the sign light seen to be faulty? (Mandatory)	Sign light off: Dusk - Midnight
What time was the sign light seen to be faulty? (Mandatory)	Sign light off: 6am - Dawn
What sign is it? (Optional)	If known, please provide.
Is it a regulatory sign? (A regulatory sign gives a mandatory instruction)	Yes – e.g. Stop Sign, Give Way, No Entry.
Is it a regulatory sign? (A regulatory sign gives a mandatory instruction)	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
Category 5	12	Not applicable	20 working days	LSO4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Sign Light – Sign Light Knocked Down or Leaning

[Defect Class = LT17]



Defect Scope Description

Light illuminating highway sign knocked down or leaning.

Defect Specific Additional Details

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

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

Information Requested	Response Choice
Is it a regulatory sign? (A regulatory sign gives a mandatory instruction)	No

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed– 2 hours	Not applicable	LSW1
Emergency	25	2 hours	Not applicable	LSK1
Category 5	12	Not applicable	20 working days	LSK4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Sign Light – Sign Light Equipment Hanging

[Defect Class = LT25]



Defect Scope Description

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

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	20 Working Days (use LSH2)	LSW1
Emergency	25	2 hours	20 Working Days (use LSH2)	LSH1

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Street Light – Street Light Glare

[Defect Class = LT05]

Defect Scope Description

Glare from streetlight being an inconvenience.

Defect Specific Additional Details

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

Defect Response Standards

The 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	Not applicable	Highway Electrical Community to Assess & Decide	LCG5

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

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	Electrocution Risk where HST Contractors Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	Electrocution Risk where HST Contractors Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Street Light – Street Light Lens Damaged or Dirty

[Defect Class = LT07]



Defect Scope Description

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

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	Not applicable	LCW1
Category 5	12	Not applicable	20 working days	LCB4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Street Light – Street Light Door Damaged or Missing or Open

[Defect Class = LT13]



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

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	Not applicable	LCW1
Emergency	25	2 hours	Not applicable	LCD1
Category 5	12	Not applicable	20 working days	LCD4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Street Light – Street Light Knocked Down or Leaning

[Defect Class = LT18]

Defect Scope Description

Street light knocked down or leaning.

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	Not applicable	LCW1
Emergency	25	2 hours	Not applicable	LCK1
Category 5	12	Not applicable	20 working days	LCK4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Street Light – Street Light on During Day

[Defect Class = LT19]



Defect Scope Description

Light illuminating highway on during the day.

Defect Specific Additional Details

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

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	Not applicable	20 working days	LCL4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Street Light – Street Light Out or Flickering

[Defect Class = LT20]

Defect Class Description

A street light has a broken or faulty lamp unit.

Defect Specific Additional Details

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

Information Requested	Response Choice
What time was the street light seen to be faulty? (Mandatory)	Street light on: Midnight – 6am
What time was the street light seen to be faulty? (Mandatory)	Street light off: Dusk – Midnight
What time was the street light seen to be faulty? (Mandatory)	Street light off: 6am – Dawn
Is there a continuous string of more than two lights out? (Mandatory)	Yes
Is there a continuous string of more than two lights out? (Mandatory)	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
Category 5	12	Not applicable	20 working days	LCO4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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.

Defect Specific Additional Details

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

Information Requested	Response Choice
Are there any exposed wires? <i>(Mandatory)</i>	Yes
Are there any exposed wires? <i>(Mandatory)</i>	No

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	Not applicable	LCW1
Emergency	25	2 hours	Not applicable	LCH1

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency

Location of Defect (Note 1)	Hazard Mitigation Responsibility
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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.

Light – Street Light – Overhanging Vegetation - Lantern / Lamp Column

[Defect Class = LT28]

Defect Scope Description

Lantern / Column has become obscured with vegetation.

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? (Mandatory)	Lamp Lantern
What is the vegetation overhanging / obscuring? (Mandatory)	Lamp Column

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	Not applicable	Assess & Decide Strategy	VH05
Category 5	12	Not applicable	20 working days	LOV4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – School Flashing Light – School Flashing Light Timing Issue

[Defect Class = LT29]

Defect Scope Description

A school flashing light that is not turning on/turning off at the correct time, during term time or is turning on/off inside/outside of term time, when it shouldn't be.

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 school flashing light timing? <i>(Mandatory)</i>	On outside of term time or off during term time	
What is the issue with the school flashing light timing? <i>(Mandatory)</i>	Not turning on/off at the correct time, during term time	
What is the issue with the school flashing light timing? <i>(Mandatory)</i>	Knocked Down	
What is the issue with the school flashing light timing? <i>(Mandatory)</i>	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
Category 5	12	Not applicable	20 Working Days	LFO4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – School Flashing Light – School Flashing Light Knocked Down or Leaning

[Defect Class = LT30]

Defect Scope Description

School flashing light knocked down or leaning.

Defect Specific Additional Details

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

Information Requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	
Are there any exposed wires? (Mandatory)	No	
Is the school flashing light Leaning or Knocked Down? (Mandatory)	Leaning	Only asked if answer to Q1 is “No”
Is the school flashing light Leaning or Knocked Down? (Mandatory)	Knocked Down	Only asked if answer to Q1 is “No”
Is the school flashing light Leaning or Knocked Down? (Mandatory)	No	Only asked if answer to Q1 is “No”

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	Not applicable	LBW1
Emergency	25	2 hours	Not applicable	LFK1
Category 5	12	Not applicable	20 Working Days	LFK4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – School Flashing Light – School Flashing Light Out

[Defect Class = LT31]

Defect Scope Description

A school flashing light that has a broken or has a faulty lamp unit.

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
None	Not applicable

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	Not applicable	20 Working Days	LFN4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Subway Light – Subway Light Damaged or Dirty

[Defect Class = LT21]

Defect Scope Description

Light illuminating subway damaged or dirty.

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	Not applicable	LUW1
Category 5	12	Not applicable	20 working days	LUD4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Light – Subway Light – Subway Light Out or Flickering

[Defect Class = LT22]

Defect Scope Description

A light illuminating a subway that is out or flickering.

Defect Specific Additional Details

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

Information Requested	Response Choice
Are all the subway lights out? <i>(Mandatory)</i>	Yes
Are all the subway lights out? <i>(Mandatory)</i>	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
Category 5	12	Not applicable	20 working days	LUO4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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.

Defect Specific Additional Details

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

Information Requested	Response Choice	
Are there any exposed wires? (Mandatory)	Yes	
Are there any exposed wires? (Mandatory)	No	
Is just the lens cover hanging down? (Mandatory)	Yes	Only ask if answer to Q1 is "NO"
Is just the lens cover hanging down? (Mandatory)	No	Only ask if answer to Q1 is "NO"
Is the whole lens/lantern hanging off? (Mandatory)	Yes	Only ask if answer to Q1 is "NO"
Is the whole lens/lantern hanging off? (Mandatory)	No	Only ask if answer to Q1 is "NO"
Is the light on? (Optional)	Yes	Only ask if answer to Q1 is "NO"
Is the light on? (Optional)	No	Only ask if answer to Q1 is "NO"

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2 hours	20 Working Days (Use LUH4)	LUW1
Emergency	25	2 hours	20 Working Days (Use LUH4)	LUH1

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Obstruction / Encroachment – Default Obstruction /

Encroachment

[Defect Class = OB00]

Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Obstruction / Encroachment – Sign Illegally Placed on Highway (Flyposting, etc.)

[Defect Class = OB01]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice	
Is it racist or offensive? (Mandatory)	Yes	
Is it racist or offensive? (Mandatory)	No	
Is it obstructing the road sign or visibility? (Mandatory)	Yes	Only asked if answer to Q1 is "No"
Is it obstructing the road sign or visibility? (Mandatory)	No	Only asked if answer to Q1 is "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
Category 1	20	Not applicable	5 working days	OAV3
Referral	1	Not applicable	Asses & Decide Strategy	OAV8

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Obstruction / Encroachment – Spillage, Debris or Shed Loads

[Defect Class = OB02]

Defect Scope Description



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

Defect Specific Additional Details

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

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

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 hours	Assess & Decide Strategy	OSL1

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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
Is it a motor vehicle, caravan, or trailer?	Caravan
Is it a motor vehicle, caravan, or trailer?	Trailer

Obstruction / Encroachment – Fly Tipping on Verge

[Defect Class = OB04]

Defect Scope Description

Fly tipping / dumping of waste off the highway.

Defect Specific Additional Details

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

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

Obstruction / Encroachment – Fly Tipping On-Road or Footway

[Defect Class = OB05]

Defect Scope Description

Intentionally throwing waste off a vehicle on the carriageway.

Defect Specific Additional Details

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

Information Requested	Response Choice
Is it causing an obstruction? (<i>Mandatory</i>)	Yes
Is it causing an obstruction? (<i>Mandatory</i>)	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	2 hours	Assess & Decide Strategy	OFT1
Category 1	20	24 hours	Assess & Decide Strategy	OFT2

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor

Location of Defect (Note 1)	Hazard Mitigation Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Obstruction / Encroachment – Unauthorised/Dangerous Scaffold, Hoarding or Unlit Skip

[Defect Class = OB11]

Defect Scope Description

Highway used improperly or dangerously regarding skips, scaffold or hoarding.

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
Not applicable	Not applicable

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	9	Not applicable	Not applicable	Refer to LICE (OHD8)

Hazard Mitigation Responsibility Rules

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

Obstruction / Encroachment – Business Affecting The Highway

[Defect Class = OB12]

Defect Scope Description

Highway used improperly by a business.

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
Not applicable	Not applicable

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	9	Not applicable	Not applicable	Refer to LICE (RPA8)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	Third party
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	Third party

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

Obstruction / Encroachment – Resident Affecting The Highway

[Defect Class = OB13]

Defect Scope Description

Highway used improperly by a resident.

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
Not applicable	Not applicable

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	9	Not applicable	Not applicable	Refer to LICE (BPA8)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	Third party
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	Third party
Motorways or Trunk Roads	Another Authority – Highways Agency

Location of Defect	Permanent Remedy Responsibility
Private Roads	Adjacent Landowner / Occupier

Public Rights of Way – Default Public Rights of Way

[Defect Class = PW00]

Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Defect Review and Assignment	Enquiry Subject Code
Defect Review Period	25	Not applicable	Refer to Public Rights of Way RWD8

Hazard Mitigation Responsibility Rules

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Public Rights of Way – Public Rights of Way Blockage

[Defect Class = PW01]

Defect Scope Description

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

Defect Specific Additional Details

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

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

Public Rights of Way – Public Rights of Way Encroachment

[Defect Class = PW02]

Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
What is encroaching on the path? <i>(Mandatory)</i>	Crop
What is encroaching on the path? <i>(Mandatory)</i>	Vegetation
What is encroaching on the path? <i>(Mandatory)</i>	Wall/Fence

Public Rights of Way – Public Rights of Way Flooded

[Defect Class = PW03]

Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Refer to Public Rights of Way team	

Public Rights of Way – Public Right of Way Structure Damaged or Missing

[Defect Class = PW05]

Defect Scope Description

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

Defect Specific Additional Details

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

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

Road and Cycle Lane – Default Road and Cycle Lane

[Defect Class = CW00]

Defect Scope Description

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

Footways.

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Sudden Change in Surface Level

[Defect Class = CW01]

Defect Class Description

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

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

Defect Specific Additional Details

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

Information Requested	Response Choice	
Where is the abrupt level difference? <i>(Mandatory)</i>	Lane of Travel	
Where is the abrupt level difference? <i>(Mandatory)</i>	Edge of Road	
Where is the abrupt level difference? <i>(Mandatory)</i>	Centre of Road	
Where is the abrupt level difference? <i>(Mandatory)</i>	Designated Cycle Route	
Road What is the depth of the level difference? <i>(Mandatory)</i>	Less than 50mm	Ask this question if the answer to Q1 is 'Lane of Travel / Edge of Road / Centre of Road'
Road What is the depth of the level difference? <i>(Mandatory)</i>	50– 100mm	Ask this question if the answer to Q1 is 'Lane of Travel / Edge of Road / Centre of Road'

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

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 hours	Assess & Decide Strategy	CAL1
Category 1	20	Not applicable	5 working days	CAL3
Category 1	15 – 16	Not applicable	20 working days	CAL4
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	CAL5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	CAL6

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Manhole or Gully Cover Missing, Damaged or Loose

[Defect Class = CW02]



Defect Class Description

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

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

For sunken ironwork see CW03.

Defect Specific Additional Details

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

Information Requested	Response Choice
Is the cover causing a noise nuisance? <i>(Mandatory)</i>	Yes
Is the cover causing a noise nuisance? <i>(Mandatory)</i>	No
What is the problem with the cover? <i>(Mandatory)</i>	Loose or Rocking
What is the problem with the cover? <i>(Mandatory)</i>	Broken or Damaged
What is the problem with the cover? <i>(Mandatory)</i>	Collapsed or Missing
Where is the cover? <i>(Mandatory)</i>	Lane of Travel

Information Requested	Response Choice	
Where is the cover? (Mandatory)	Edge of Road	
Where is the cover? (Mandatory)	Centre of Road	
Where is the cover? (Mandatory)	Designated Cycle Route	
Signs, Cones and/or Barriers around Damage? (Mandatory)	Yes	Only asked if answer to Q2 is “Collapsed or Missing”
Signs, Cones and/or Barriers around Damage? (Mandatory)	No	Only asked if answer to Q2 is “Collapsed or Missing”
Is the Cover for a Gully, Manhole or Other? (Optional)	Gully	
Is the Cover for a Gully, Manhole or Other? (Optional)	Manhole	
Is the Cover for a Gully, Manhole or Other? (Optional)	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
Emergency	25	2 hours	Assess & Decide Strategy	CCD1
Category 1	20	Not applicable	5 working days	CCD3
Category 1	15 – 16	Not applicable	20 working days	CCD4
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	CCD5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	CCD6

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Manhole or Gully Cover Sunken

[Defect Class = CW03]



Defect Class Description

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

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

For loose, broken, or missing ironwork see CW02.

Defect Specific Additional Details

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

Information Requested	Response Choice	
Is the cover causing a noise nuisance? (Mandatory)	Yes	
Is the cover causing a noise nuisance? (Mandatory)	No	
Where is the cover? (Mandatory)	Lane of Travel	Ask this question if the answer to Q1 is "No"
Where is the cover? (Mandatory)	Edge of Road	Ask this question if the answer to Q1 is "No"
Where is the cover? (Mandatory)	Centre of Road	Ask this question if the answer to Q1 is "No"

Information Requested	Response Choice	
Where is the cover? <i>(Mandatory)</i>	Designated Cycle Route	Ask this question if the answer to Q1 is “No”
Road How much has the cover sunk? Please provide your best estimate <i>(Mandatory)</i>	Less than 50mm / 2 inch	Ask this question if the answer to Q2 is ‘ <i>Lane of Travel / Edge of Road / Centre of Road</i> ’
Road How much has the cover sunk? Please provide your best estimate <i>(Mandatory)</i>	50 mm / 2 inch – 100 mm / 4 inch	Ask this question if the answer to Q2 is ‘ <i>Lane of Travel / Edge of Road / Centre of Road</i> ’
Road How much has the cover sunk? Please provide your best estimate <i>(Mandatory)</i>	More than 100mm / 4 inch	Ask this question if the answer to Q2 is ‘ <i>Lane of Travel / Edge of Road / Centre of Road</i> ’
Designated Cycle Route How much has the cover sunk? Please provide your best estimate <i>(Mandatory)</i>	Less than 40mm / 1 ½ inch	Ask this question if the answer to Q2 is ‘ <i>Designated Cycle Route</i> ’
Designated Cycle Route How much has the cover sunk? Please provide your best estimate <i>(Mandatory)</i>	40 mm / 1 ½ inch – 100 mm / 4 inch	Ask this question if the answer to Q2 is ‘ <i>Designated Cycle Route</i> ’
Designated Cycle Route How much has the cover sunk? Please provide your best estimate <i>(Mandatory)</i>	More than 100mm / 4 inch	Ask this question if the answer to Q2 is ‘ <i>Designated Cycle Route</i> ’

Information Requested	Response Choice
Is the Cover for a Gully, Manhole or Other? (Optional)	Gully
Is the Cover for a Gully, Manhole or Other? (Optional)	Manhole
Is the Cover for a Gully, Manhole or Other? (Optional)	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 1	20	Not applicable	5 working days	CCS3
Category 1	15 – 16	Not applicable	20 working days	CCS4
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	CCS5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	CCS6

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Crack in Surface

[Defect Class = CW04]

Defect Class Description

Area of surface 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.

Defect Specific Additional Details

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

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

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	Not applicable	5 working days	CCR3
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	CCR5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	CCR6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	CCR7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Mud on Road or Cycle Lane

[Defect Class = CW05]



Defect Class Description

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

Defect Specific Additional Details

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

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

Information Requested	Response Choice
What is causing the mud on the road or cycle lane? <i>(Optional)</i>	A property
What is causing the mud on the road or cycle lane? <i>(Optional)</i>	A site

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	Not applicable	2 hours	CMD1
Category 1	20	Not applicable	5 working days	CMD3
Category 1	15 – 16	Not applicable	20 working days	CMD4
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	CMD6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	CMD7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	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 (Note 2)

Note 1: to be ascertained from Location Information.

Note 2: 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 (Note 1)	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

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Pothole

[Defect Class = CW06]



Defect Class Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice	
Where is the pot hole? (Mandatory)	Lane of Travel	
Where is the pot hole? (Mandatory)	Edge of Road	
Where is the pot hole? (Mandatory)	Centre of Road	
Where is the pot hole? (Mandatory)	Designated Cycle Route	
Road What is the depth? Please provide your best estimate (Mandatory)	Less than 50mm / 2 inch	Ask this question if the answer to Q1 is 'Lane of Travel / Edge of Road / Centre of Road'

Information Requested	Response Choice	
What is the depth? Please provide your best estimate (<i>Mandatory</i>)	50mm/ 2 inch – 100mm / 4 inch	Ask this question if the answer to Q1 is ' <i>Lane of Travel / Edge of Road / Centre of Road</i> '
What is the depth? Please provide your best estimate (<i>Mandatory</i>)	More than 100mm / 4 inch	Ask this question if the answer to Q1 is ' <i>Lane of Travel / Edge of Road / Centre of Road</i> '
Designated Cycle Route What is the depth? Please provide your best estimate (<i>Mandatory</i>)	Less than 40mm / 1 ½ inch	Ask this question if the answer to Q1 is ' <i>Designated Cycle Route</i> '
Designated Cycle Route What is the depth? Please provide your best estimate (<i>Mandatory</i>)	40mm/ 1 ½ inch – 100mm / 3 inch	Ask this question if the answer to Q1 is ' <i>Designated Cycle Route</i> '
Designated Cycle Route What is the depth? Please provide your best estimate (<i>Mandatory</i>)	More than 100mm / 4 inch	Ask this question if the answer to Q1 is ' <i>Designated Cycle Route</i> '
What is the width? Please provide your best estimate (<i>Mandatory</i>)	Less than 300mm / 12 inch / 1 foot	
What is the width? Please provide your best estimate (<i>Mandatory</i>)	More than 300mm / 12 inch / 1 foot	
<i>Are there chunks of loose material on the road around the size of a tennis ball? (Mandatory)</i>	Yes	<u>Only asked if answer to Q2 (Road) is not "Less than 50mm / 2 inch² or Q2 (Designated Cycle Route) is not "Less than 40mm / 1 ½ inch</u>

Information Requested	Response Choice	
<i>Are there chunks of loose material on the road around the size of a tennis ball? (Mandatory)</i>	No	<u>Only asked if answer to Q2 (Road) is not “Less than 50mm / 2 inch² or Q2 (Designated Cycle Route) is not “Less than 40mm / 1 ½ inch</u>

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	24 hours (Note 1)	5 or 20 working days (Note 2)	CPH2
Category 1	20	Not applicable	5 working days	CPH3
Category 1	15 – 16	Not applicable	20 working days	CPH4
Category 2(H)	9 – 12	Not applicable	Assess & Decide Strategy	CPH5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	CPH6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	CPH7

Note 1: Please read in conjunction with the operation practice note regarding urgent response for carriageways and footways.

Note 2: 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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Roadwork Signs and Barriers

[Defect Class = CW07]



Defect Class Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Where is the sign/barrier? (Mandatory)	Lane of travel
Where is the sign/barrier? (Mandatory)	Centre of Road
Where is the sign/barrier? (Mandatory)	Edge of Road
Where is the sign/barrier? (Mandatory)	Footway
Where is the sign/barrier? (Mandatory)	Verge
Is it causing an obstruction? (Mandatory)	Yes – Obstruction to Footway/Private Access
Is it causing an obstruction? (Mandatory)	Yes – Obstruction to Carriageway

Information Requested	Response Choice	
Is it causing an obstruction? (Mandatory)	No	
Are the works complete? (Mandatory)	Yes	Ask this question if the answer to Q2 is 'No'
Are the works complete? (Mandatory)	No, signs missing.	Ask this question if the answer to Q2 is 'No'
Whose roadworks / signs / barrier, are they? (Mandatory)	Highways / Ringway / Hertfordshire County Council	
Whose roadworks / signs / barrier, are they? (Mandatory)	Utility companies, e.g. Thames Water / BT	
Whose roadworks / signs / barrier, are they? (Mandatory)	Unknown	
If there is a permit number, please state? (Optional)		

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	Not applicable	2 hours	CRW1
Category 1	20	Not applicable	24 hours	CRW2
Category 2(L)	1 – 4	Not applicable	Not applicable	CRW8 – NRSWA team

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Rough, Uneven or Crazeing Surface

[Defect Class = CW08]



Defect Class Description

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

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

Defect Specific Additional Details

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

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

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	Not applicable	Assess & Decide Strategy	RSU5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	RSU6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	RSU7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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.

Defect Specific Additional Details

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

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

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	Not applicable	Assess & Decide Strategy	CSS5
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	CSS6
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	CSS7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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.

Defect Specific Additional Details

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

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

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 hours	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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Road Markings Missing or Faded

[Defect Class = CW11]

Defect Scope Description

Road markings that are missing or more than 50% faded.

Defect Specific Additional Details

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

Information Requested	Response Choice
What type of road markings do you wish to report? (mandatory)	Markings related to parking restrictions (e.g. double/single yellow lines/parking bays)
What type of road markings do you wish to report? (mandatory)	Markings related to disabled parking bays
What type of road markings do you wish to report? (mandatory)	Markings missing 8 weeks after resurfacing
What type of road markings do you wish to report? (mandatory)	All other types of marking

Information Requested	Response Choice	
<p>Does the location in question include one of the below types of marking? (Mandatory)</p> <ul style="list-style-type: none"> • Pedestrian crossing markings; • Markings at crossroads; • Stop Lines; • Double white lines; • No-Entry markings; and • School Keep Clear markings. 	Yes	Only asked if answer to Q1 is “All other types of marking”
<p>Does the location in question include one of the below types of marking? (Mandatory)</p> <ul style="list-style-type: none"> • Pedestrian crossing markings; • Markings at crossroads; • Stop Lines; • Double white lines; • No-Entry markings; and <p>School Keep Clear markings.</p>	No	Only asked if answer to Q1 is “All other types of marking”

Information Requested	Response Choice	
<p>Does the location in question include one of the below types of marking?</p> <ul style="list-style-type: none"> • Markings at major roundabouts/interchanges; • Mini-roundabout markings; • Give-way markings at Y junctions (not T junctions); • Turn right/left or ahead only markings; • Markings where a lane reduction occurs; and • Markings on an unlit section of highway with a speed limit of 50mph+ 	Yes	Only asked if answer to Q2 is “No”
<p>Does the location in question include one of the below types of marking?</p> <ul style="list-style-type: none"> • Markings at major roundabouts/interchanges; • Mini-roundabout markings; • Give-way markings at Y junctions (not T junctions); • Turn right/left or ahead only markings; • Markings where a lane reduction occurs; and • Markings on an unlit section of highway with a speed limit of 50mph+ 	No	Only asked if answer to Q2 is “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
Category 2(H)	9-12	Not applicable	Assess & Decide Strategy	CRM5
Category 2(M)	6	Not applicable	Assess & Decide Strategy	CRM6
Referral	6	Not applicable	Not applicable (if district) or Assess & Decide Strategy	CRM8 – LRM Team REFERRAL – District/Borough Council

A check must be made against the IWP/FWP list to ensure no resurfacing work is planned at this location within the next 12 months. If work is planned, then work must not go ahead.

CAT2 Defects – The expectation is that the contractor will undertake a ‘one & done’ approach at each site. Generally, this will involve remarking defective markings along the whole length of the carriageway and the junctions coming off this carriageway (up to five centre lines from the junction, where they exist).

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor, District or Borough Council (If parking related), HCC LRM/A-Roads (If markings missing after 8 weeks, following resurfacing works)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Studs / Catseyes Missing or Damaged

[Defect Class = CW12]



Defect Scope Description

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

Defect Specific Additional Details

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

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

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	Not applicable	Assess & Decide Strategy	CSD7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Safety Barriers Damaged

[Defect Class = CW13]



Defect Scope Description

Vehicle Restraint System (Safety Barrier) damaged. This may be from vehicular damage, corrosion, or other means. Includes barriers that are in specification and out of specification.

Defect Specific Additional Details

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

Information Requested	Response Choice
Is it causing an obstruction on the carriageway / footway or a sharp edges exposed? <i>(Mandatory)</i>	Yes
Is it causing an obstruction on the carriageway / footway or a sharp edges exposed? <i>(Mandatory)</i>	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	2 hours	20 working days(Note 1) (Use CSF4)	CSF1
Category 1	15	Not applicable	20 working days (Note 1)	CSF4

Note 1: If the VRS is damaged, out of specification and on wooden posts then a permanent repair is not necessary. A capital programme is in place to replace all VRS on wooden posts. Out of specification barrier on metal posts should continue to be repaired in accordance with the above standards.

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Damaged or Missing Road Hump

[Defect Class = CW14]

Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Where is the problem with the road hump? (Mandatory)	Lane of Travel
Where is the problem with the road hump? (Mandatory)	Full width of the Road
Where is the problem with the road hump? (Mandatory)	Centre of Road
What is the type of speed hump? (Mandatory)	Tarmac Speed Hump OR Brick Paved Speed Hump
What is the type of speed hump? (Mandatory)	Preformed Plastic Speed Hump
What is the degree of damage? (Mandatory)	Section Missing / Damaged
What is the degree of damage? (Mandatory)	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 hours	Assess and Decide Strategy	CSC1
Category 1	15 – 16	Not applicable	20 working days	CSC4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Large Void (Sink Hole - Not A Soft Spot / Pothole)

[Defect Class = CW15]

Defect Scope Description

Sink Hole which is obviously not a pot hole / uneven surface. These should be picked up under faults CW06 & CW08. There should be clear excessive depreciation in the ground to trigger this fault.

Defect Specific Additional Details

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

Information Requested	Response Choice
Where is the surface damage? <i>(Mandatory)</i>	Lane of Travel
Where is the surface damage? <i>(Mandatory)</i>	Edge of Road
Where is the surface damage? <i>(Mandatory)</i>	Centre of Road
Where is the surface damage? <i>(Mandatory)</i>	Footway
Where is the surface damage? <i>(Mandatory)</i>	Verge
Is there clear excessive depreciation in the ground? e.g. – depth greater than 150mm and diameter greater than 300mm <i>(Mandatory)</i>	Yes
Is there clear excessive depreciation in the ground? e.g. – depth greater than 150mm and diameter greater than 300mm <i>(Mandatory)</i>	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	2 hours	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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Road and Cycle Lane – Melting Road Surface

[Defect Class = CW16]

Defect Scope Description

Carriageway surface melting due to excessive heat.

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
Not applicable	Not applicable

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	Not applicable	Assess and Decide Strategy	MRS5

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	Local Roads Maintenance Team
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Signs and Street Name Plates – Default Signs and Street Name Plates

[Defect Class = SI00]

Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Electronic Signs, Rising Bollards & Enforcement Cameras – Flashing Warning Sign not Working/Damaged

[Defect Class = SE01]

Defect Scope Description

Flashing warning sign not working/damaged.

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2 hours	Not applicable	SFW1
Emergency	25	2 hours	Not applicable	SFS1
Special Maintenance	15	24 hours	Not applicable	SFS3

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Electronic Signs, Rising Bollards & Enforcement Cameras – Enforcement Camera Damaged

[Defect Class = SE02]

Defect Scope Description

Camera that measures on going traffic speeds.

Defect Specific Additional Details

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

Information Requested	Response Choice
Are there any exposed wires? <i>(Mandatory)</i>	Yes
Are there any exposed wires? <i>(Mandatory)</i>	No
Has it been knocked down? <i>(Mandatory)</i>	Yes
Has it been knocked down? <i>(Mandatory)</i>	No

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2 hours	Assess and Decide Strategy	TSW1
Emergency	25	2 hours	Assess and Decide Strategy	TCD1
Referral	1 – 4	Not applicable	Not applicable	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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Signs and Street Name Plates – Sign Face Issue

[Defect Class = SI01]

Defect Scope Description

A road sign face that is; damaged, missing, faded, twisted dirty or obscured.

Defect Specific Additional Details

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

Information Requested	Response Choice	
What is the problem with the sign? (Mandatory)	<ul style="list-style-type: none">• Missing;• Faded;• Damaged;• Twisted/Facing Wrong Way;• Dirty; and• Obscured	
Is the sign in question listed below? (Main Priority Signs) Note (Mandatory)	Yes	
Is the sign in question listed below? (Main Priority Signs) Note (Mandatory)	No	
Is the sign in question listed below? (Secondary priority signs) Note (Mandatory)	Yes	Only asked if answer to Q2 is “No”

Information Requested	Response Choice	
Is the sign in question listed below? (Secondary priority signs) Note (Mandatory)	No	Only asked if answer to Q2 is “No”

Note: List of signs below.

Main Priority Road Sign List



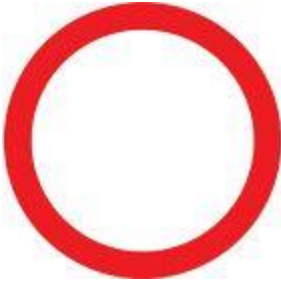




Secondary Priority Road Sign List



















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	Not applicable	Assess & Decide Strategy	STO5
Category 2(M)	6	Not applicable	Assess & Decide Strategy	STO6
Category 2(L)	4	Not applicable	Assess & Decide Strategy	STO7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Signs and Street Name Plates – request for new road sign or issue with type of existing sign

[Defect Class = SI02]

Defect Scope Description

A request for new road signs or an issue with the type of existing sign. This should also capture issues regarding sign clutter, number of signs, redundant signs, and other non-damage related issues.

Defect Specific Additional Details

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

Information Requested	Response Choice
Are you requesting a new road sign or an issue with the type of existing sign? (Mandatory)	Requesting a new sign
Are you requesting a new road sign or an issue with the type of existing sign? (Mandatory)	Issue with the existing type of sign

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	6	Not applicable	Assess & Decide Strategy	NSR1 referral – Highways Locality Team

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HCC – Highways Locality Team
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HCC – Highways Locality Team
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Signs and Street Name Plates – Street Name Plate Damaged or Missing

[Defect Class = SI04]



Defect Scope Description

Nameplate of street missing or damaged.

Defect Specific Additional Details

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

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

Mile Marker Post Problem

[Defect Class = SI05]



Defect Scope Description

A damaged, missing, obscured, or knocked down/leaning mile marker or coal post.

Defect Specific Additional Details

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

Information Requested	Response Choice	
Is the post obstructing the road/footway/cycle lane? (Mandatory)	Obstructing road/cycle lane	
Is the post obstructing the road/footway/cycle lane? (Mandatory)	Obstructing footway	
Is the post obstructing the road/footway/cycle lane? (Mandatory)	No	
What is the problem with the sign? (Mandatory)	Knocked down/leaning	Only asked if answer to Q1 is "No"
What is the problem with the sign? (Mandatory)	Damaged	Only asked if answer to Q1 is "No"
What is the problem with the sign? (Mandatory)	Missing	Only asked if answer to Q1 is "No"

Information Requested	Response Choice	
What is the problem with the sign? <i>(Mandatory)</i>	Obscured	Only asked if answer to Q1 is “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	2 Hours	Assess & Decide Strategy	MP01
Category 1	15 - 20	24 Hours	Assess & Decide Strategy	MP02
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy or Referral to Highways Asset Operations Team	MP07

Note: If damage to post is significant, HCC should be notified, as we sometimes have a legal obligation to repair mile marker posts, as most are grade II listed.

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor

Location of Defect (Note 1)	Permanent Remedy Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Signs and Street Name Plates – Unlit Signpost Issue

[Defect Class = SI07]

Defect Scope Description

An unlit road signpost that is knocked down, damaged or leaning. “Damaged” includes structural and non-structural damage. Structural damage includes any damage that has/is likely to cause structural failure of the post in the near future. This may include, but is not limited to; rusting, corrosion, visible holes, bent posts, foundation, or anchorage damage. Non-structural/cosmetic damage includes any damage unlikely to cause structural failure of the post. This could include, but is not limited to; scratches, dents, paint/coating peeling or faded, superficial rusting or corrosion.

Defect Specific Additional Details

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

Information Requested	Response Choice	
Is the signpost causing an obstruction? (<i>Mandatory</i>)	Yes - road / cycle lane	
Is the signpost causing an obstruction? (<i>Mandatory</i>)	Yes - footway	
Is the signpost causing an obstruction? (<i>Mandatory</i>)	No	
Is the damage to the signpost only cosmetic? (e.g. scratches, minor rusting, paint/coating peeling or faded, dents) (<i>Mandatory</i>)	Yes	Ask this question if the answer to Q1 is “No”

Information Requested	Response Choice	
Is the damage to the signpost only cosmetic? (e.g. scratches, minor rusting, paint/coating peeling or faded, dents) (Mandatory)	No	Ask this question if the answer to Q1 is “No”
Is the height of the signpost greater than 3 meters? (Mandatory)	Yes	Ask this question if the answer to Q2 is “No”
Is the height of the signpost greater than 3 meters? (Mandatory)	No	Ask this question if the answer to Q2 is “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	2 hours	Assess & Decide Strategy	SKD1
Category 1	20	24 hours	Assess & Decide Strategy	SKD2
Category 2(H)	12	Not applicable	Assess & Decide Strategy	SKD5
Category 2(M)	8	Not applicable	Assess & Decide Strategy	SKD6
Category 2(L)	1	Not applicable	Assess & Decide Strategy	SKD7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Traffic and Parking Issues – Default Traffic and Parking Issues

[Defect Class = TP00]

Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Traffic and Parking Issues – Congestion, Speeding, Parking or Noise

[Defect Class = TP01]



Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
What is the problem on the road? (<i>Mandatory</i>)	Congestion / speeding
What is the problem on the road? (<i>Mandatory</i>)	Parking
What is the problem on the road? (<i>Mandatory</i>)	Noise

Traffic and Parking Issues – Contravention of An Existing Parking Restriction

[Defect Class = TP02]

Defect Scope Description

Parking in restricted area.

Defect Specific Additional Details

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

Information Requested	Response Choice
Contravention of an existing parking restriction	Refer to District Borough Council

Traffic and Parking Issues – Heavy Goods Vehicles Issues

[Defect Class = TP03]

Defect Scope Description

HGV vehicles on weight restricted road or causing other issues.

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
Heavy goods vehicle issues	Refer to District Borough Council

Traffic and Parking Issues – Parking Restrictions Query / Request

[Defect Class = TP04]

Defect Scope Description

Request for parking restrictions.

Defect Specific Additional Details

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

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

Traffic and Parking Issues – Permits or Paid Parking

[Defect Class = TP05]

Defect Scope Description

Request for parking permit or paid parking on the street.

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
Permits or paid parking on street	Refer to District Borough Council

Traffic Signals, CCTV/ANPR, VMS and Rising Bollards – Default Traffic Signals, CCTV/ANPR, VMS and Rising Bollards

[Defect Class = TS00]

Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Traffic Signals, CCTV/ANPR, VMS and Rising Bollards – Traffic Signals Timing Problem

[Defect Class = TS01]

Defect Scope Description

Signal timing out of sequence etc.

Defect Specific Additional Details

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

Information Requested	Response Choice
What is the timing problem? (<i>Mandatory</i>)	Signals stuck.
What is the timing problem? (<i>Mandatory</i>)	Lights out of sequence / causing a 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	Not applicable	TST2
General Maintenance	10	48hr	Not applicable	TST4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor

Location of Defect (Note 1)	Hazard Mitigation Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Traffic Signals – Temporary Roadwork Traffic Signals Problem

[Defect Class = TS02]



Defect Scope Description

Temporary traffic signal for roadworks has a technical malfunction.

Defect Specific Additional Details

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

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

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Not applicable	2 hours	TRW1
Category 1	20	Not applicable	24 hours	TRW2

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Traffic Signals – Traffic Signal Lights Out

[Defect Class = TS03]

Defect Scope Description

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

Defect Specific Additional Details

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

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

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	Not applicable	TSO2
General Maintenance	10	48hr	Not applicable	TSO4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Traffic Signals – Traffic Signals Knocked Down or Damaged

[Defect Class = TS04]



Defect Scope Description

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

Defect Specific Additional Details

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

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

Information Requested	Response Choice	
Is the traffic signal causing an obstruction? (Mandatory)	No	Ask this question if the answer to Q2 is 'Damaged'

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	2 hours	Not applicable	TSW1
Emergency	25	2 hours	Not applicable	TSD1
General Maintenance	10	48hr	Not applicable	TSD2

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency

Location of Defect (Note 1)	Permanent Remedy Responsibility
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Traffic Signals, CCTV/ANPR, VMS and Rising Bollards – Traffic Signals Dirty or Obscured

[Defect Class = TS05]

Defect Scope Description

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

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2 hours	Not applicable	TSV1
Urgent	20	6hr	Not applicable	TSV2
General Maintenance	10	48hr	Not applicable	TSV4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Traffic Signals – Bleepers not working or Too Loud

[Defect Class = TS06]

Defect Scope Description

Beeper is not working or too loud.

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? <i>(Mandatory)</i>	Not working
What is the fault with the Beeper? <i>(Mandatory)</i>	Too Loud

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	Not applicable	TSB4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Traffic Signals – Pedestrian Crossing Button Not Working

[Defect Class = TS07]

Defect Scope Description

Pedestrian crossing button not working.

Defect Specific Additional Details

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

Defect Response Standards

The 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	Not applicable	PCB4

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Electronic Signs, Rising Bollards & Enforcement Cameras – Rising Bollard Damaged

[Defect Class = SF04]

Defect Scope Description

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

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2 hours	Not applicable	TSW1
Special Maintenance	15	24 hours	Not applicable	TRB3
Special Maintenance	5	Not applicable	72 hours	TRB5

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Electronic Signs, Rising Bollards & Enforcement Cameras – Rising Bollard Stuck

[Defect Class = SF05]

Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
Is the bollard stuck up or down? <i>(Mandatory)</i>	Up
Is the bollard stuck up or down? <i>(Mandatory)</i>	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
Urgent	20	6hr	Not applicable	TRS2
Special Maintenance	5	Not applicable	72 hours	TRS5

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Traffic Signals – CCTV/ANPR Installation Damaged

[Defect Class = CC02]

Defect Class Description

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

Defect Specific Additional Details

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2 hours	Not applicable	TSW1
Emergency	25	2 hours	Not applicable	TCC1
Special Maintenance	1	Not applicable	7 day	TCC6

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	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

Note 1: 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 (Note 1)	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

Note 1: to be ascertained from Location Information.

Electronic Signs, Rising Bollards & Enforcement Cameras – Variable Message Sign (VMS) Not Working/Damaged

[Defect Class = SE04]

Defect Scope Description

Variable message sign board damaged or not functioning.

Defect Specific Additional Details

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

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

Message: Thank you for reporting this fault. HCC have acknowledged this report and made a note for future works.

This fault is not deemed a safety hazard and as such will not be of high priority against the other safety defect work load for HCC highways.

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	2 hours	Not applicable	SVW1
Emergency	25	2 hours	Not applicable	SVM1
Urgent	20	24 hours	Not applicable	SVM3

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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.

Defect Specific Additional Details

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

Information Requested	Response Choice	
Is it a permanent cabinet? (Mandatory)	Yes	
Is it a permanent cabinet? (Mandatory)	No	
Is it damaged or knocked down? (Mandatory)	Knocked Down	Only asked if answer to Q1 is "Yes"
Is it damaged or knocked down? (Mandatory)	Damaged	Only asked if answer to Q1 is "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 hours	Not applicable	TC01
Special Maintenance	1	Not applicable	7 Working Days	TC06
Referral	0	Not applicable	Not applicable	Website message

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Trees and Vegetation – Default Trees and Vegetation

[Defect Class = TV00]

Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Defect Review and Assignment	Enquiry Subject Code
Defect Review Period	25	1 Working Day	VG1

Hazard Mitigation Responsibility Rules

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Trees and Vegetation – Vegetation or Grass Cutting

[Defect Class = TV01]

Defect Scope Description

Grass area on highway overgrown.

Defect Specific Additional Details

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

Information Requested	Response Choice
Does the vegetation growth make it difficult to see other cars on the road? <i>(Mandatory)</i>	Yes
	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
Category 2(H)	12 - 9	Not applicable	Assess & Decide Strategy	VGC5
Category 2(L)	4 – 1	Not applicable	Assess & Decide Strategy	VGC7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Trees and Vegetation – Hedge Overgrown

[Defect Class = TV02]



Defect Scope Description

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

Defect Specific Additional Details

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

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

Information Requested	Response Choice	
Is the Footway / Cycle Track Passable? (Mandatory)	Yes	Only asked if answer to Q2 is "Footway / cycle track"
	No	
Is it affecting sightlines? (Mandatory)	Yes	Only asked if answer to Q2 is "Road / cycle way"
	No	

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 1	20	5 working days	Assess & Decide Strategy	VHO3
	15 - 16	20 working days	Assess & Decide Strategy	VHO4
Category 2(H)	12 - 9	Not applicable	Assess & Decide Strategy	VHO5
Category 2(L)	4 – 1	Not applicable	Assess & Decide Strategy	VHO8 – Ringway to send out the first letter.

After Ringway have contacted the resident the first time, if there is no action, refer to L&E - change confirm code to VHO8.

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency

Location of Defect (Note 1)	Hazard Mitigation Responsibility
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Trees and Vegetation – Noxious Weeds

[Defect Class = TV03]

Defect Scope Description

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

Defect Specific Additional Details

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

Information Requested	Response Choice
What type of Noxious Weed is it? (Mandatory)	Common Ragwort
What type of Noxious Weed is it? (Mandatory)	Spear Thistle
What type of Noxious Weed is it? (Mandatory)	Creeping or field thistle
What type of Noxious Weed is it? (Mandatory)	Broad-leaved dock
What type of Noxious Weed is it? (Mandatory)	Curled dock
What type of Noxious Weed is it? (Mandatory)	Japanese knotweed
What type of Noxious Weed is it? (Mandatory)	Giant hogweed
What type of Noxious Weed is it? (Mandatory)	Himalayan balsam
What type of Noxious Weed is it? (Mandatory)	Rhododendron

Information Requested	Response Choice	
What type of Noxious Weed is it? (Mandatory)	New Zealand pigmy weed	
What type of Noxious Weed is it? (Mandatory)	Wild Parsnip	
What type of Noxious Weed is it? (Mandatory)	Unknown	
Is it near livestock? (Mandatory)	Yes	Question asked if 'Common Ragwort' selected
Is it near livestock? (Mandatory)	No	Question asked if 'Common Ragwort' selected
Is it near a riverbank? (Mandatory)	Yes	Question asked if 'Himalayan balsam' selected
Is it near a riverbank? (Mandatory)	No	Question asked if 'Himalayan balsam' selected
Is it growing on private property? (Optional)	Yes	
Is it growing on private property? (Optional)	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
Category 2(H)	12 - 9	Not applicable	Assess & Decide Strategy	VNW5

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Trees & Vegetation – Tree Overgrown/Untidy

[Defect Class = TV04]

Defect Class Description

A tree or part of a tree that is overgrown within its environment or looks generally untidy within its environment. It may or may not be obstructing passage of the highway.

Defect Specific Additional Details

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

Information Requested	Response Choice	
Is the Road / Footway / Cycle Lane passable? (Mandatory)	Yes	
Is the Road / Footway / Cycle Lane passable? (Mandatory)	No - Road / Cycle Lane Not Passable	
Is the Road / Footway / Cycle Lane passable? (Mandatory)	No - Footway Not Passable	
Is the tree growing on private land? (Mandatory)	Yes	
Is the tree growing on private land? (Mandatory)	No	
Please could you provide the name and address of the tree owner (if known)? (Optional)	Free Text	Only to be asked if answer to Q2 is 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	20	5 Working Days (Note 1)	Assess & Decide Strategy (Note 1)	VTO2 PTO2 (Note 2)
Category 1	15	20 Working Days (Note 1)	Assess & Decide Strategy (Note 1)	VTO4 PTO4 (Note 2)
Category 2(L)	9	Not applicable	Assess & Decide Strategy (Note 1)	VTO5 PTO5 (Note 2)
Referral	Not applicable	Not applicable	Not applicable	VTO8 – LICE (Note 1) VTO9 (Note 1) – District/Borough Council

Note 1: In conjunction with Tree Protocol.

Note 2: Used if a privately owned tree.

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor (Note 2) Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency

Location of Defect (Note 1)	Hazard Mitigation Responsibility
Private Roads / Land	Adjacent Landowner / Occupier / HST Contractor (Note 2)

Note 1: to be ascertained from Location Information.

Note 2: In conjunction with Tree Protocol.

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor (Note 2) Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads / Land	Adjacent Landowner / Occupier / HST Contractor (Note 2)

Note 1: to be ascertained from Location Information.

Note 2: In conjunction with Tree Protocol.

Trees and Vegetation – Tree Dead, Diseased or Dying

[Defect Class = TV05]

Defect Scope Description

Dead, diseased, or dying tree with the possibility of falling and causing an obstruction or injury.

Defect Specific Additional Details

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

Information Requested	Response Choice
What is the problem with the tree? (<i>Mandatory</i>)	Branch appears dead / diseased / dying
What is the problem with the tree? (<i>Mandatory</i>)	Whole tree appears dead / diseased / dying
What is the problem with the tree? (<i>Mandatory</i>)	Tree is covered in fungi
Is the tree on private property? (<i>Mandatory</i>)	Yes
Is the tree on private property? (<i>Mandatory</i>)	No
Is there an immediate danger? (<i>Mandatory</i>)	Yes, to road / cycle lane
Is there an immediate danger? (<i>Mandatory</i>)	Yes, to footway/cycle track
Is there an immediate danger? (<i>Mandatory</i>)	Yes, to private property
Is there an immediate danger? (<i>Mandatory</i>)	No

Information Requested	Response Choice	
Is the tree or branch within falling distance of the highway? (Mandatory)	Yes	Only asked if the answer to Q3 is No.
Is the tree or branch within falling distance of the highway? (Mandatory)	No	Only asked if the answer to Q3 is No.
Please could you provide the name and address of the tree owner (if known)? (optional)	Free Text	Only asked if answer to Q2 is yes and answer to Q3 is No, Yes to road / cycle lane Or Yes to footway / cycle track and if answer to Q4 is Yes or No (if applicable)

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 (Note 1)	25	2 hours (Note 3)	Assess & Decide Strategy (Note 3)	VDD1 PDD1 (Note 2)
Category 1 Arboriculturist Inspection (Internal use only)	16	Not applicable	20 Working Days (for arboriculturist inspection) followed by recategorisation to VDD1, VDD4 or VDD5 or raising of job with equivalent response time	VDD8
Category 1 (Arboriculturist	16	Not applicable	20 Working Days	VDD4

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
or PRO use only)				
Category 2(H)	12	Not applicable	Assess & Decide Strategy (Note 3)	VDD5 PDD5 (Note 2)
REFERRAL	Not applicable	Not applicable	Not applicable	Message on website, VTO8 (Note 3) - LICE or VDD9 (Note 3) – District/Borough Council

Note 1: All emergency enquiries will be reviewed. If it is unclear from the description/pictures that there is an immediate danger, the report shall be recategorised internally to VDD8 (or a job shall be raised with an equivalent response time) for a CAT1 20 Working Day inspection by a qualified arboriculturist. If the tree is maintained under an Agency Agreement, this will be passed to the District/Borough council for review under VDD9. Following an inspection, the report will then be recategorised to V/PDD1, VDD4 or V/PDD5 as appropriate or a job shall be raised with an equivalent response time (if maintained by HST Contractor). If reviewed by a District/Borough agent, then the agent will take appropriate action.

Note 2: Used if a privately owned tree.

Note 3: In conjunction with Tree Protocol.

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor (Note 2)
Motorways or Trunk Roads	Another Authority – Highways Agency

Location of Defect (Note 1)	Hazard Mitigation Responsibility
Private Roads / Land	Adjacent Landowner / Occupier / HST Contractor (Note 2)

Note 1: to be ascertained from Location Information.

Note 2: In conjunction with Tree Protocol.

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor (Note 2) Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads / Land	Adjacent Landowner / Occupier / HST Contractor (Note 2)

Note 1: to be ascertained from Location Information.

Note 2: In conjunction with Tree Protocol.

Trees & Vegetation – Tree or Branch Fallen

[Defect Class = TV06]



Defect Class Description

A tree or part of a tree that has fallen onto the trafficked part of a road / cycle lane, footway, or private property.

Defect Specific Additional Details

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

Information Requested	Response Choice
What has fallen? (Mandatory)	Tree
What has fallen? (Mandatory)	Branch
Is it causing an obstruction to the highway? (Mandatory)	Yes – Obstruction to Road / Cycle Lane
Is it causing an obstruction to the highway? (Mandatory)	Yes – Obstruction to Footway Only
Is it causing an obstruction to the highway? (Mandatory)	No
Has it damaged private property? (Mandatory)	Yes

Information Requested	Response Choice	
Has it damaged private property? <i>(Mandatory)</i>	No	
Was/is the tree growing on private land? <i>(Mandatory)</i>	Yes	
Was/is the tree growing on private land? <i>(Mandatory)</i>	No	
Where has the tree fallen? <i>(Mandatory)</i>	Private Property Only	Only asked if answer to Q1 is No and Q3 and Q4 are No and No or Yes and Yes.
Where has the tree fallen? <i>(Mandatory)</i>	Highway Only	Only asked if answer to Q1 is No and Q3 and Q4 are No and No or Yes and Yes.
Where has the tree fallen? <i>(Mandatory)</i>	Private Property & Highway	Only asked if answer to Q1 is No and Q3 and Q4 are No and No or Yes and Yes.
Please could you provide the name and address of the tree owner (if known)? <i>(Optional)</i>	Free Text	Only asked if answer to Q4 is Yes and answer to Q5 is Highway Only or Highway & Private Property.

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 hours (Note 1)	Assess & Decide Strategy (Note 1)	VTF1 PTF1 (Note 2)
Category 1	20	24 hours (Note 1)	Assess & Decide Strategy (Note 1)	VTF2 PTF2 (Note 2)
Category 1	15	Not applicable	5 Working Days (Note 1)	VTF3
Category 2(H)	12 - 9	Not applicable	Assess & Decide Strategy (Note 1)	VTF5 PTF5 (Note 2)
Referral	Not applicable	Not applicable	Not applicable	Message on website, VTO8 – LICE (Note 1) OR VTF9 (Note 1) – District/Borough Council

Note 1: In conjunction with tree protocol.

Note 2: Used if a privately owned tree.

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor (Note 1)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads / Land	Adjacent Landowner / Occupier / HST Contractor (Note 2)

Note 1: to be ascertained from Location Information.

Note 2: In conjunction with Tree Protocol.

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor (Note 2) Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads / Land	Adjacent Landowner / Occupier / HST Contractor (Note 2)

Note 1: to be ascertained from Location Information.

Note 2: In conjunction with Tree Protocol.

Trees And Vegetation – Tree or Root Encroachment Into Private Property

[Defect Class = TV07]

Defect Scope Description

Tree or root on HCC owned highway encroaching adjacent property.

Defect Specific Additional Details

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

Information Requested	Response Choice
Is the tree growing on private land? <i>(Mandatory)</i>	Yes
Is the tree growing on private land? <i>(Mandatory)</i>	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
Category 2(H)	12 - 9	Not applicable	Assess & Decide Strategy	VRE5

For this fault –it is usual for an insurance claim to come through (Following the Ringway DSA assessment and referral).

Once the claim has been established – HCC Asset Owner is to be contacted and provide confirmation of tree removal – with DSA included in all correspondence.

Ringway to update Confirm.

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Trees & Vegetation – Tree Branch Hanging Dangerously

[Defect Class = TV08]

Defect Class Description

A tree branch which has snapped/broken and is either hanging off the tree or hanging within the tree and is likely to fall from the tree imminently, with the potential to injure highway users.

Defect Specific Additional Details

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

Information Requested	Response Choice	
Is the tree growing on private land? (Mandatory)	Yes	
Is the tree growing on private land? (Mandatory)	No	
Please could you provide the name and address of the tree owner (if known)? (optional)	Yes	Only to be asked if answer to Q1 is Yes.
Please could you provide the name and address of the tree owner (if known)? (optional)	No	Only to be asked if answer to Q1 is 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 hours (Note 1)	Assess & Decide Strategy (Note 1)	VBH1 PBH1 (Note 2)
Referral	Not applicable	Not applicable	Not applicable	VTO8 – LICE (Note 1)

Note 1: In conjunction with tree protocol.

Note 2: Used if a privately owned tree.

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor (Note 2)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads / Land	Adjacent Landowner / Occupier / HST Contractor (Note 2)

Note 1: to be ascertained from Location Information.

Note 2: In conjunction with Tree Protocol

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor (Note 2) Or District/Borough Council (if maintained under Agency Agreement)

Location of Defect (Note 1)	Permanent Remedy Responsibility
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads / Land	Adjacent Landowner / Occupier / HST Contractor (Note 2)

Note 1: to be ascertained from Location Information.

Note 2: In conjunction with Tree Protocol.

Trees and Vegetation – Weed Growth on Footway

[Defect Class = TV09]



Defect Scope Description

Weed growth on footway causing cracks.

Defect Specific Additional Details

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(M)	8 – 5	Not applicable	Assess & Decide Strategy	VWG6
Category 2(L)	4 – 1	Not applicable	Assess & Decide Strategy	VWG7

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Trees and Vegetation – Weed Growth on Carriageway

[Defect Class = TV10]

Defect Scope Description

Weed growth on carriageway.

Defect Specific Additional Details

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

Defect Response Standards

The 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	Not applicable	Assess & Decide Strategy	CWG7
Referral	1	Not applicable	Not applicable	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 (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Utilities – Default Utilities

[Defect Class = SU00]

Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Utilities – Overhead Wires / Poles Damaged or Unstable

[Defect Class = SU03]

Defect Scope Description

Electricity pylons damaged or unstable.

Defect Specific Additional Details

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

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

Ringway gang has been assigned to NRSWA.

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

All work is recharged to Utility Owners.

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

- 2 hours – before Ringway mobilized; and
- 24 hours – to adopt the site from Ringway.

Utilities – Fire Hydrant Issue

[Defect Class = SU05]

Defect Scope Description

A Fire Hydrant that has been surfaced over, damaged, is obscured by vegetation or is obstructed. Also includes marker post damage related to hydrants.

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? <i>(Mandatory)</i>	Surfaced over	
What is the issue with the fire hydrant? <i>(Mandatory)</i>	Vegetation growth or other item obstructing access.	
What is the issue with the fire hydrant? <i>(Mandatory)</i>	Damaged	
What is the issue with the fire hydrant? <i>(Mandatory)</i>	Hydrant marker post damaged/missing.	
Is it causing an obstruction/trip hazard? <i>(Mandatory)</i>	Yes	Only ask if answer to Q1 is “Hydrant marker post damaged/missing” Or “Hydrant Damaged”
Is it causing an obstruction/trip hazard? <i>(Mandatory)</i>	No	Only ask if answer to Q1 is “Hydrant marker post damaged/missing” Or “Hydrant Damaged”
Where is the fault located? <i>(Mandatory)</i>	Carriageway	Only ask if answer to Q1 is “Hydrant marker post damaged/missing” Or

Information Requested	Response Choice	
		“Damaged” and answer to Q2 is “Yes”
Where is the fault located? (Mandatory)	Footway	Only ask if answer to Q1 is “Hydrant marker post damaged/missing” Or “Damaged” and answer to Q2 is “Yes”
Where is the fault located? (Mandatory)	Cycle Track	Only ask if answer to Q1 is “Hydrant marker post damaged/missing” Or “Damaged” and answer to Q2 is “Yes”
Where is the fault located? (Mandatory)	Verge	Only ask if answer to Q1 is “Hydrant marker post damaged/missing” Or “Damaged” and answer to Q2 is “Yes”
Where is the fault located? (Mandatory)	Embankment	Only ask if answer to Q1 is “Hydrant marker post damaged/missing” Or “Damaged” and answer to Q2 is “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 Hours	Not applicable	FHS1 (Hazard Mitigation Only) Permanent Remedy REFERRAL– Hertfordshire Fire & Rescue Service water@hertfordshire.gov.uk
Category 1	20	24 Hours	Not applicable	FHS2 (Hazard Mitigation Only) Permanent Remedy REFERRAL– Hertfordshire Fire & Rescue Service water@hertfordshire.gov.uk
Referral	12	Not applicable	Not applicable	REFERRAL – Hertfordshire Fire & Rescue Service water@hertfordshire.gov.uk
Referral	15	Not applicable	Not applicable	REFERRAL FHS8 (LRM Team)

Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor, HFRS or HCC - LRM/A-roads.
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Winter Service – Default Winter Service

[Defect Class = WS00]

Defect Scope Description

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

Defect Specific Additional Details

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

Defect Response Standards

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

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

Hazard Mitigation Responsibility Rules

Permanent Remedy Responsibility Rules

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

Location of Defect (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Winter Service – Ice and Snow on Road or Footway

[Defect Class = WS01]



Defect Scope Description

Ice or snow located in the trafficked surface of footway.

Defect Specific Additional Details

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

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

Road Priorities Priority Number	Road Priorities Description
Priority 1	<ul style="list-style-type: none">• Primary Roads
Priority 2(a)	<ul style="list-style-type: none">• Main Distributor Roads;• Secondary Distributor Roads; and• Roads serving significant industrial areas and shopping centres.

Road Priorities	Road Priorities
Priority Number	Description
Priority 2(b)	<ul style="list-style-type: none">• Selected Scheduled Bus Routes;• (In general, small buses have greater maneuverability than conventional double decker buses therefore their routes will not be singled out);• One road to each village; and• Urban cycle lanes open to mopeds where accessible to vehicle mounted or towed spreaders.
Priority 3	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• The remainder of the road network.

Winter Service – Salt Bin Missing or Damaged or Empty

[Defect Class = WS04]



Defect Scope Description

Salt storage bin empty, missing from position or damaged.

Defect Specific Additional Details

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

Information Requested	Response Choice
What is the problem with the salt bin? (<i>Mandatory</i>)	Missing
What is the problem with the salt bin? (<i>Mandatory</i>)	Damaged
What is the problem with the salt bin? (<i>Mandatory</i>)	Empty

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(L)	4 – 1	Not applicable	Assess & Decide Strategy	WSB7

Referral	0	Not applicable	Not applicable	Please refer to Winter Service Plan
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Hazard Mitigation Responsibility Rules

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

Location of Defect (Note 1)	Hazard Mitigation Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: 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 (Note 1)	Permanent Remedy Responsibility
HCC Maintained Highways	HST Contractor
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: to be ascertained from Location Information.

Winter Service – Request A New Salt Bin

[Defect Class = WS05]

Defect Scope Description

Request for a new salt storage bin.

Defect Specific Additional Details

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

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

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