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Highways Service Term Contract
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Defect Management Approach
Schedule 15 - Inspection Manual

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Approvals

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

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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. The HCC policy and guidance on the defect management approach is contained within three mutually supporting documents:

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

This document is the first of this series.

2. Inspection Manual

2.1. Introduction

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

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

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

- Direct Inspection - The HST Contractor is responsible for searching out Defects through the provisions of the HST Inspection Service requirements.
- Reports or Referrals – Defects (or service requests) reported by customer or other stakeholders. These are actively encouraged and can be directly reported, either through the hertsdirect.org Highway Fault Reporting web service or

through the Customer Call Centre. In some instances, reports or referrals are also made direct to the HST Contractor by key stakeholders.

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

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

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

2.2. HST Contractor's Inspections

2.2.1. Inspection Principles

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

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

2.2.2. Definitions

In this Defect Management Approach:

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

- Represents a significant deterioration from the required condition, or
- Prevents the network from acting in the intended manner, or

- Is the result of damage, or
- Is likely to increase the rate of deterioration of another item, or
- Causes an unintended hazard or nuisance.

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

- Injury to any party using or repairing the highway network,
- Significant disruption to the normal flow of traffic through the highway network,
- Structural deterioration of part of the highway network,
- Damage to a third party’s property or equipment,
- Damage to the environment,
- Liable to leave the employer in breach of one or more of his statutory duties,
- Failure of an asset to fulfil its intended function where such an asset protects the road user and/or facilitates the safe use of the highway network.

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

- Injury to any party using or repairing the highway network,
- Significant disruption to the normal flow of traffic through the highway network,
- Structural deterioration of part of the highway network,
- Damage to a third party’s property or equipment,
- Damage to the environment,
- Liable to leave the employer in breach of one or more of his statutory duties,
- Failure of an asset to fulfil its intended function where such an asset protects the road user and/or facilitates the safe use of the highway network.

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

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

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

2.2.3. Inspection Objectives

The objectives of the HST Inspection Service are threefold:

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

2.2.4. System of Inspection

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

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

Competency of Inspection Service Staff.

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

Inspection Modes

Inspections must be carried out in a manner that is appropriate to the nature of the

highway network being inspected and the purpose of the inspection.

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

Verification Surveys

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

Validation of Inspection Completion

The HST Contractor's System of Inspection will provide robust and auditable

mechanisms which generate tangible evidence to show:

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

2.2.5. Interval

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

2.2.6. Route Risk

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

High Route Risk

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

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

Medium Route Risk

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

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

Low Route Risk

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

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

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

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

2.2.7. Snow Conditions

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

Inspectors are then to record and document the decision on CONFIRM.

The HST Contractor will be responsible for assessing the risk to the Highway Inspectors and are to make the judgement, record and document the decision to stop / suspend / delay the safety inspections and notify HCC in writing immediately.

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

2.3. Identify Defect Class

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

2.4. Risk Assessment / Risk Rating

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

Defect Risk Rating	Potential Probability (P) Very Low (1)	Potential Probability (P) Low (2)	Potential Probability (P) Medium (3)	Potential Probability (P) High (4)	Potential Probability (P) Very High (5)
Potential Impact (I) Very Low	1	2	3	4	5

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

2.4.1. Risk Assessment in Direct Inspections

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

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

- The Potential Urgent Response (R) of the defect risk (quantified on a scale of 1 - 6)
- The Unclassified Road response (U) of the defect risk (quantified on a scale of 1- 5)

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

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

2.4.2. Use of Defect Risk Rating:

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

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

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

2.5. Defect Response Standard

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

The Defect Response Standards are defined separately for:

- Hazard Mitigation
- Permanent Remedy

2.5.1. Hazard Mitigation

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

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

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

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

2.5.2. Permanent Remedy

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

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

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

2.6. Responsibility for Defect Response

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

- Hazard Mitigation Responsibility, and
- Permanent Remedy Responsibility

In many cases, the Highway Inspector will need to assess the identity of who is responsible from on-site information. E.g. the identity of the Statutory Undertaker; the

address of an adjacent landowner / occupier etc.

2.7. Common Defect Response Codes

Each Defect is to be described through a set of Common Defect Response Codes each code will be:

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

The individual codes are described below.

Defect Group Code / Defect Class Code:

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

Defect Risk Rating Code:

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

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

Defect Risk Rating	Defect Risk Rating Code
20	20
25	25

Hazard Mitigation Time Code:

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

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

Permanent Remedy Time Code:

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

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

Hazard Mitigation Responsibility Code:

The Hazard Mitigation Responsibility Code defines who is responsible for

undertaking the identified hazard mitigation operations as follows:

Hazard Mitigation Responsibility Group	Hazard Mitigation Responsibility Sub Group	Hazard Mitigation Responsibility Code
Not yet assigned	HCC	999
No hazard mitigation	HCC	000
HST Contractor	HST Contractor Sub Group 1	100
HST Contractor	HST Contractor Sub Group 1	101
HST Contractor	HST Contractor Sub Group 1	102 up to 199
Other HCC Contractor	Contractor 1	200
Other HCC Contractor	Contractor 1	201
Other HCC Contractor	Contractor 1	202 up to 299
HCC	HCC	300
HCC	HCC Sub Group 1	301
HCC	HCC	302 up to 399
Statutory Undertaker	Undertaker	400
Statutory Undertaker	Undertaker 1	401
Statutory Undertaker	Undertaker 1	402 up to 499
Another Authority	Unknown	500
Another Authority	Highways Agency	501
Another Authority	Bedfordshire CC	Unknown
Another Authority	Cambridgeshire CC	Unknown
Another Authority	Bucks CC	Unknown
Another Authority	LB of Barnet	Unknown
Another Authority	Watford Borough	Unknown

Hazard Mitigation Responsibility Group	Hazard Mitigation Responsibility Sub Group	Hazard Mitigation Responsibility Code
Another Authority	Unknown	Unknown
Another Authority	Unknown	...up to 599
Adjacent landowner / Occupier	Unknown	600
Adjacent landowner / Occupier	Details Recorded Separately (separate field)	601up to 699
Other Third Party	Unknown	700
Other Third Party	Details Recorded Separately (separate field)	701
Other Third Party	Details Recorded Separately (separate field)	...up to 799

Permanent Remedy Responsibility Code:

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

Appendix A – Common Defect Class Set

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Animals	AN	Dead Animal Off Carriageway	AN01	x	x
Animals	AN	Dead Animal On Carriageway	AN02	x	x
Animals	AN	Live Animal On Carriageway	AN04	x	x
Animals	AN	Rabbit Infestation	AN05	x	x
Bus Shelters And Bus Stops	BS	Bus Electronic Display Screen Damaged	BS01	x	x
Bus Shelters And Bus Stops	BS	Bus Electronic Journey Planner Damaged	BS02	x	x
Bus Shelters And Bus Stops	BS	Bus Stop Pole Leaning or Damaged	BS04	x	x
Bus Shelters And Bus Stops	BS	Bus Stop Sign Missing or Damaged	BS05	x	x
Bus Shelters And Bus Stops	BS	Seat or Light Damaged	BS06	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Bus Shelters And Bus Stops	BS	Timetable Missing or Damaged	BS07	x	x
Bus Shelters And Bus Stops	BS	Shelter Damaged	BS08	x	x
Flooding And Drainage	FL	Property Damaged by Flooding	FL01	x	x
Flooding And Drainage	FL	Road Flooded	FL02	x	x
Flooding And Drainage	FL	Ditch Silted / Overgrown Or Headwall Damaged	FL03	x	x
Flooding And Drainage	FL	Footway Flooded	FL08	x	x
Flooding And Drainage	FL	Gully Blocked or Drain	FL09	x	x
Flooding And Drainage	FL	Subway Flooded	FL12	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Footway, Cycle Tracks, Verges and Embankments	FV	Highway Steps Damaged	FV02	x	x
Footway, Cycle Tracks, Verges and Embankments	FV	Ironwork (Gullys, Manholes Etc) Missing / Broken/ Loose	FV03	x	x
Footway, Cycle Tracks, Verges and Embankments	FV	Ironwork (Gullys, Manholes Etc) Sunken	FV04	x	x
Footway, Cycle Tracks, Verges and Embankments	FV	Ironwork (Gullys, Manholes Etc) Causing a trip	FV14	x	x
Footway, Cycle Tracks, Verges and Embankments	FV	Mud On Footway / Cycle Track	FV05	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Footway, Cycle Tracks, Verges and Embankments	FV	Verge Encroachment Onto Footway / Cycle Track	FV07	x	x
Footway, Cycle Tracks, Verges and Embankments	FV	Defective Footway Surface	FV08	x	x
Footway, Cycle Tracks, Verges and Embankments	FV	Soft Verge Damaged/Overrun	FV09	x	x
Footway, Cycle Tracks, Verges and Embankments	FV	Trip Hazard	FV10	x	x
Footway, Cycle Tracks, Verges and Embankments	FV	Hazardous Leaves On Footway / Cycle Track	FV11	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Footway, Cycle Tracks, Verges and Embankments	FV	Unstable Embankments/Cuttings	FV12	x	x
Footway, Cycle Tracks, Verges and Embankments	FV	Damaged Seating	FV13	x	x
Footway, Cycle Tracks, Verges and Embankments	FV	Step Height Not Uniform	FV15	X	X
Footway, Cycle Tracks, Verges and Embankments	KC	Damaged Kerb, Edging Or Channel	KC01	x	x
Graffiti	GR	Graffiti on Highways Property	GR01	x	x
Guardrails, Fencing, Unlit FE05 s and Posts	FE	Highway Fence/Wall Damaged or Missing	FE02	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Guardrails, Fencing, Unlit Bollards and Posts	FE	Pedestrian Guardrails Damaged or Missing	FE03	x	x
Guardrails, Fencing, Unlit Bollards and Posts	FE	Pedestrian Handrails Damaged or Missing	FE04	x	x
Guardrails, Fencing, Unlit Bollards and Posts	FE	Unlit Bollards / Posts Damaged or Missing	FE05	x	x
Guardrails, Fencing, Unlit Bollards and Posts	FE	Deer Fencing Damaged, Leaning or Missing	FE06	x	x
Guardrails, Fencing, Unlit Bollards and Posts	FE	Deer Fence Possibly Compromised – Inspection Required	FE07	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Guardrails, Fencing, Unlit Bollards and Posts	FE	Private Fence/Wall Damaged or Leaning	FE08	x	x
Highway Bridges and Walls	HB	Bridge / Structure Damaged or Unstable	HB01	x	x
Light - Beacon	LT	Belisha Beacon/Central Island Beacon Globe Damaged Or Dirty	LT01	x	x
Light - Beacon	LT	Belisha Beacon/Central Island Beacon Knocked Down Or Leaning	LT02	x	x
Light - Beacon	LT	Belisha Beacon/Central Island Beacon Out Or Flickering	LT03	x	x
Light – Festive Light	LT	Festive Lighting Fault or Damaged	LT04	x	x
Light – Lit Bollard	LT	Lit Bollard Damaged or Missing	LT08	x	x
Light – Lit Bollard	LT	Lit Bollard Out Or Flickering	LT09	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Light – Sign Light	LT	Sign Light Lens Damaged or Dirty	LT06	x	x
Light – Sign Light	LT	Sign Light Door Damaged or Missing or Open	LT10	x	x
Light – Sign Light	LT	Sign Light Missing	LT12	x	x
Light – Sign Light	LT	Sign Light On During Day	LT14	x	x
Light – Sign Light	LT	Sign Light Out Or Flickering	LT16	x	x
Light – Sign Light	LT	Sign Light Knocked Down or Leaning	LT17	x	x
Light – Sign Light	LT	Sign Light Equipment Hanging	LT25	x	x
Light – Street Light	LT	Street Light Glare	LT05	x	x
Light – Street Light	LT	Street Light Lens Damaged Or Dirty	LT07	x	x
Light – Street Light	LT	Street Light Door Damaged, Missing Or Open	LT13	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Light – Street Light	LT	Streetlight Knocked Down or Leaning	LT18	x	x
Light – Street Light	LT	Streetlight On During Day	LT19	x	x
Light – Street Light	LT	Streetlight Out Or Flickering	LT20	x	x
Light – Street Light	LT	Street Light Equipment Hanging	LT24	x	x
Light – Street Light	LT	Streetlight Cut Down	LT27	x	x
Light – Street Light	LT	Overhanging vegetation on Lantern/Lamp Column	LT28	X	x
Light – Subway Light	LT	Subway Light Damaged or Dirty	LT21	x	x
Light – Subway Light	LT	Subway Light Out or Flickering	LT22	x	x
Light – Subway Light Light – School Flasher Light – School Flasher Light – School	LT	Subway Light Equipment Hanging	LT26	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Flasher					
Light – Subway Light Light – School Flasher Light – School Flasher Light – School Flasher	LT	School Flashing Light Timing Issue	LT29	x	x
Light – Subway Light Light – School Flasher Light – School Flasher Light – School Flasher	LT	School Flashing Light Knocked Down or Leaning	LT30	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Light – Subway Light Light – School Flasher Light – School Flasher Light – School Flasher	LT	School Flashing Light Out	LT31	x	x
Obstruction / Encroachment	OB	Sign Illegally Placed On Highway (Flyposting etc.)	OB01	x	x
Obstruction / Encroachment	OB	Spillage, Debris or Shed Loads	OB02	x	x
Obstruction / Encroachment	OB	Dumped or Abandoned Vehicle on Highway	OB03	X	X
Obstruction / Encroachment	OB	Fly Tipping Off the Highway Verge	OBO4	x	x
Obstruction /	OB	Fly Tipping On Road or Footway	OB05	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Encroachment					
Obstruction / Encroachment Obstruction / Encroachment Obstruction / Encroachment	OB	Unauthorised or Dangerous Scaffold, Hoarding or Unlit Skip	OB11	x	x
Obstruction / Encroachment Obstruction / Encroachment Obstruction / Encroachment	OB	Business Undertaking Other Unauthorised Activities	OB12	x	x
Obstruction / Encroachment Obstruction / Encroachment	OB	Resident Undertaking Other Unauthorised Other Activities	OB13	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Obstruction / Encroachment					
Public Rights Of Way	PW	Public Right Of Way Blockage	PW01	x	x
Public Rights Of Way	PW	Public Right Of Way Encroachment	PW02	x	x
Public Rights Of Way	PW	Public Right Of Way Flooded	PW03	x	x
Public Rights Of Way	PW	Public Right Of Way Gate or Stile Damaged	PW04	x	x
Public Rights Of Way	PW	Public Right Of Way Structure Damaged or Missing	PW05	x	x
Road And Cycle Lane	CW	Sudden Change In Surface Level	CW01	x	x
Road And Cycle Lane	CW	Manhole Or Gully Cover Missing, Damaged Or Loose	CW02	x	x
Road And Cycle Lane	CW	Manhole Or Gully Cover Sunken	CW03	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Road And Cycle Lane	CW	Crack In Surface	CW04	x	x
Road And Cycle Lane	CW	Mud On Road or Cycle Lane	CW05	x	x
Road And Cycle Lane	CW	Pothole	CW06	x	x
Road And Cycle Lane	CW	Roadwork Signs And Barriers	CW07	x	x
Road And Cycle Lane	CW	Rough, Uneven Or Crazing Surface	CW08	x	x
Road And Cycle Lane	CW	Slippery Surface – Not Leaves, Ice Or Snow (Worn Surface / Texture)	CW09	x	x
Road And Cycle Lane	CW	Road Traffic Incident (Spillage, Surface Damage by Fire etc)	CW10	x	x
Road And Cycle	CW	Road Markings Missing/Faded	CW11	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Lane					
Road And Cycle Lane	CW	Studs/Cats eyes Missing/Damaged	CW12	x	x
Road And Cycle Lane	CW	Safety Barriers Damaged	CW13	x	x
Road And Cycle Lane	CW	Damaged or Missing Road Hump	CW14	x	x
Road And Cycle Lane	CW	Large Void (Sink Hole – Not a Soft Spot / Pothole)	CW15	x	x
Road And Cycle Lane	CW	Melting Road Surface	CW16	x	x
Electronic Signs, Rising Bollards & Enforcement Cameras	SE	Flashing Warning Sign Not Working/Damaged	SE01	x	x
Electronic Signs,	SE	Enforcement Camera Damaged	SE02	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Rising Bollards & Enforcement Cameras					
Electronic Signs, Rising Bollards & Enforcement Cameras	SE	Variable Message Sign (VMS) Not Working/Damaged	SE04	x	x
Electronic Signs, Rising Bollards & Enforcement Cameras	SF	Rising Bollard Damaged	SF04	x	x
Electronic Signs, Rising Bollards & Enforcement Cameras	SF	Rising Bollard Stuck	SF05	x	x
Signs And Street Name Plates	SI	Sign Face Issue	SI01	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Signs And Street Name Plates	SI	Street Nameplate Damaged or Missing	SI04	x	x
Signs And Street Name Plates	SI	Unlit Signpost Issue	SI07	x	x
Signs And Street Name Plates	SI	Mile Marker/Coal Post Damaged/Missing	SI05	X	X
Traffic Signals, CCTV, ANPR, VMS and Rising Bollards	TS	Traffic Signals Timing Problem	TS01	x	x
Traffic Signals, CCTV, ANPR, VMS and Rising Bollards	TS	Temporary Roadwork Traffic Signals Problem	TS02	x	x
Traffic Signals, CCTV, ANPR, VMS and Rising Bollards	TS	Traffic Signal Lights Out	TS03	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Traffic Signals, CCTV, ANPR, VMS and Rising Bollards	TS	Traffic Signals Knocked Down or Leaning	TS04	x	x
Traffic Signals, CCTV, ANPR, VMS and Rising Bollards	TS	Traffic Signals Dirty or Obscured	TS05	x	x
Traffic Signals, CCTV, ANPR, VMS and Rising Bollards	TS	Bleepers not working or too loud	TS06	x	x
Traffic Signals, CCTV, ANPR, VMS and Rising Bollards	TS	Pedestrian crossing button not working.	TS07	x	x
Traffic Signals, CCTV, ANPR, VMS and Rising Bollards	CC	CCTV / ANPR Installation Damaged	CC02	x	x
Traffic Signals, CCTV, Safety	TC	Traffic Counter	TC01	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Camera and Rising Bollard					
Trees And Vegetation	TV	Vegetation Or Grass Cutting	TV01	x	x
Trees And Vegetation	TV	Hedge Overgrown	TV02	x	x
Trees And Vegetation	TV	Noxious Weeds	TV03	x	x
Trees And Vegetation	TV	Tree Overgrown/Untidy	TV04	x	x
Trees And Vegetation	TV	Tree Dead, Diseased or Dying	TV05	x	x
Trees And Vegetation	TV	Tree Or Branch Fallen	TV06	x	x
Trees And Vegetation	TV	Tree Or Root Encroachment Into Private Property	TV07	x	x

Defect Group	Defect Group Code	Defect Classes included in Defect Group	Defect Class Code	Defect Class Guide	Defect Class Policy
Trees And Vegetation	TV	Tree Branch Hanging Dangerously	TV08	x	x
Trees And Vegetation	TV	Weed Growth on Footway	TV09	x	x
Trees And Vegetation	TV	Weed Growth on Carriageway	TV10	x	x
Utilities	SU	Defective Patch or Trench	SU02	x	x
Utilities	SU	Overhead Wires / Poles Damaged or Unstable	SU03	x	x
Utilities	SU	Fire Hydrant Issue	SU05	x	x
Winter Service	WS	Ice And Snow on Road Or Footway	WS01	x	x
Winter Service	WS	Salt Bin Missing or Damaged or Empty	WS04	x	x

Appendix B – Defect Class Policies

Animals – Dead Animal off Road

[Defect Class = AN01]

Defect Class Description

Dead animal(s) causing hazard off a highway.



Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Animal Size	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Medium e.g., cat, dog, badger, fox, Swan	Large e.g., Horse, Cow, Deer (note 1)

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is it on the Verge or Footway	Verge Refer to District Borough Council	Not Applicable	Not Applicable	Verge	Not Applicable	Footway

Note 1: If a dead deer is found nearby existing deer fencing, then two defects are to be raised. One to remove the deer (Defect Class AN01) and another to initiate a full inspection of the nearby fence, to check for damage (See Defect Class FE07).

Defect Response Standards

The Defect Response Standards 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	2hr	AOF1 (note 1)
Category 1	20	Not applicable	5 working days	AOF3 (note 1)
Referral	0	Not applicable	Not applicable	Refer to District/Borough

Note 1: If a dead deer is found nearby existing deer fencing, then two defects are to be raised. One to remove the deer (Defect Class AN01) and another to initiate a full inspection of the nearby fence, to check for damage (See Defect Class FE07).

Hazard Mitigation Responsibility Rules

The Hazard Mitigation 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

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
Verge	Refer to Borough Council

Note 1: To be ascertained from Location Information

Animals – Dead Animal on Road

[Defect Class = AN02]



Defect Class Description

Dead animal(s) causing hazard on a highway.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Animal Size	Not Applicable	Not Applicable	Not Applicable	Medium e.g. Cat, Dog, Badger, Fox, Swan	Large e.g. Horse, Cow, Deer (Note 1)

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Animal Size	Not Applicable	Not Applicable	Not Applicable	Medium	Large

Note 1: if a dead deer is found nearby existing deer fencing, then two defects

are to be raised. One to remove the deer (Defect Class AN01) and another to initiate a full inspection of the nearby fence, to check for damage (See Defect Class FE07).

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	Not applicable	2hr	AON1 (Note 1)
Category 1	20	Not applicable	5 working days	AON3

Note 1: If a dead deer is found nearby existing deer fencing, then two defects are to be raised. One to remove the deer (Defect Class AN01) and another to initiate a full inspection of the nearby fence, to check for damage (See Defect Class FE07).

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

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 – Dog or Horse Foul

[Defect Class = AN03]



Defect Class Description

Dog or horse fouling on footway / verge.

Permanent Remedy Responsibility Rules

Refer to district/borough council.

Animals – Live Animal on Road

[Defect Class = AN04]



Defect Class Description

Live animal(s) causing hazard on a highway.

Risk Characteristics

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

Potential Defect Impact – Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Animal Size	Not Applicable	Not Applicable	Not Applicable	Medium e.g. Cat, Dog, Badger, Fox, Swan Referral – District in Hours, Police Out of Hours	Large e.g. Horse, Cow, Deer (Note 1) Referral - Police

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Animal Size	Not Applicable	Not Applicable	Not Applicable	Medium Referral – District in Hours, Police Out of Hours	Large Referral – Police

Note 1: If a live deer is found nearby existing deer fencing, then a defect to initiate a full inspection of the nearby fence, to check for damage (See Defect Class FE07) should be initiated. This is in addition to Police/District referral.

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	25	Not applicable	Not applicable	Refer to Police
Referral	20	Not applicable	Not applicable	Refer to District/Borough or Police if out of hours

Note 1: If a live deer is found nearby existing deer fencing, then a defect to initiate a full inspection of the nearby fence, to check for damage (See Defect Class FE07) should be initiated. This is in addition to Police/District referral.

Hazard Mitigation Responsibility Rules

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

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	Police or District/Borough Council
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Note 1: To be ascertained from Location Information

Animals – Rabbit Infestation on Footway, Verge or Road

[Defect Class = AN05]



Defect Class Description

Rabbits polluting the highway area.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Effect on the use of the carriageway	Not Applicable	Select	Not Applicable	Not Applicable	Not Applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Animal	Not Applicable	Not Applicable	Select	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
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 – Bus Electronic Display Screen Damaged

[Defect Class = BS01]



Defect Class Description

Bus electronic display damaged; cracked screen or electrical malfunction.

Risk Characteristics

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

Potential Defect Impact –Characteristics

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

Potential Defect Probability – Characteristics

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

BED8 – refer to Passenger Transport Unit (PTU)

Defect Response Standards

The following Defect Response Standards will be applied:

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

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Bus Shelters and Bus Stops – Bus Electronic Journey Planner Damaged

[Defect Class = BS02]



Defect Class Description

Journey planner screen cracked or broken, has electronic malfunctions.

Risk Characteristics

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

Potential Defect Impact –Characteristics

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

Potential Defect Probability – Characteristics

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

BJP8 – refer to Passenger Transport Unit (PTU)

Defect Response Standards

The following Defect Response Standards will be applied:

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

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

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

[Defect Class = BS04]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Mediu m 3	High 4	Very High 5
Is it causing an obstruction ?	No or Private Property BPL8	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Yes

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is it causing an obstruction?	No or Private Property BPL8	Not Applicable	Not Applicable	Not Applicable	Yes	Not Applicable

BPL8 – refer to Passenger Transport Unit (PTU)

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 1	20	5 working days	Assess & Decide Strategy	BPL3
Referral	0	Not applicable	Not applicable	BPL8 – refer to Passenger Transport Unit (PTU)

2.7.2. 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 Class Description

Bus stop sign has noticeable damage or is missing.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Status	Damaged or Missing BSM8	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Potential Defect Probability – Characteristics

P	Referral	Very Low	Low	Medium	High	Very High
	0	1	2	3	4	5
Probability	Select BSM8	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

BSM8 – refer to Passenger Transport Unit (PTU)

Defect Response Standards

The following Defect Response Standards will be applied:

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

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Bus Shelters and Bus Stops – Seat or Light Damaged

[Defect Class = BS06]



Defect Class Description

Bus seats or lighting damaged/missing.

Risk Characteristics

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

Potential Defect Impact –Characteristics

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

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Light - Exposed Electrical Wires	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select
Light Damage d Or Seats within the Bus Shelter	Select BSL8	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Seats not within the Bus Shelter	Refer to District Borough Council	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

BSL8 – refer to Passenger Transport Unit (PTU)

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	Not applicable	Not applicable	BSL1
Referral	0	Not applicable	Not applicable	Refer to District/Borough or BSL8 – refer to Passenger Transport Unit (PTU)

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor

Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Permanent Remedy Responsibility Rules

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

Bus Shelters and Bus Stops – Timetable Missing or Damaged

[Defect Class = BS07]



Defect Class Description

Bus timetable is missing or has been damaged.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Select	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Select	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

BIT8 – refer to Passenger Transport Unit (PTU)

Defect Response Standards

The following Defect Response Standards will be applied:

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

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Bus Shelters and Bus Stops – Shelter Damaged

[Defect Class = BS08]



Defect Class Description

Bus shelter had been damaged.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is there shattered glass or plastic?	Not Applicable	Not Applicable	Not Applicable	No	Yes

Potential Defect Probability – Characteristics

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

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 1	20	24hr	Assess & Decide Strategy	BSD2
Category 2(L)	4 - 1	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

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

Flooding and Drainage – Property Damaged by Flooding

[Defect Class = FL01]



Defect Class Description

Flooded highway causing damage to adjacent property(s)

Risk Characteristics

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

Potential Defect Impact –Characteristics

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

Potential Defect Probability – Characteristics

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	DPD1
Category 1	20	24 hr	Assess & Decide Strategy	DPD2
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
Water not coming from road	Refer to Enforcement PDM

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 carriageway.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is it affecting the flow of traffic?	Not Applicable	No	Not Applicable	Not Applicable	Yes

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is the Road flooded at the moment - Yes	Not Applicable	Not Applicable	Unclassified	B, C,	A

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is the Road flooded at the moment - No	Not Applicable	Unclassified	A, B, C	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	2hr	Assess & Decide Strategy	DCF1
Category 1	20	24hr	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 Class Description

Ditch headwall damaged, collapsed or silted and overgrown.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is the problem with the ditch?	Not Applicable	Not Applicable	Headwall Minor Or Ditch silted/overgrown	Headwall Major	Headwall Collapsed

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Headwall Damaged	Not Applicable	Select	Not Applicable	Not Applicable	Not Applicable
Ditch silted / overgrown	Not Applicable	Not Applicable	Select	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)	9-1	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

Location of Defect (Note 1)	Permanent Remedy Responsibility
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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is the footway passable?	Not Applicable	Not Applicable	Not Applicable	Yes	No

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Footway hierarchy	Footway Passable - Yes	Not Applicable	Cat 3/4/5	Cat 2	Cat 1

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	DFL1
Category 1	20	24hr	Assess & Decide Strategy	DFL2
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 Class Description

Gully blocked, filled with silt / dirt / leaves.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Blocked Gully	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Blocked Gully – Message on website.	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Defect has been noted – dealt with under cyclical maintenance.

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Referral	0	Not applicable	Not applicable	Internal Email notification

Cyclical Dig Out List

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Flooding and Drainage – Subway Flooded

[Defect Class = FL12]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is subway passable?	Not Applicable	Not Applicable	Yes	Not Applicable	No

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Subway flooded	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	DSF1
Category 1	15 - 16	5 working days	Assess & Decide Strategy	DSF3

Hazard Mitigation Responsibility Rules

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

Location of Defect (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 – Steps Damaged

[Defect Class = FV02]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Extent of Damage	Not Applicable	Not Applicable	Not Applicable	Minor - small cracking or chipped	Major - Large cracking, broken, lose or rocking, step missing.

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Category of Footway (Minor)	Not Applicable	Not Applicable	Cat 4/5	Cat 3 OR Cat 2	Cat 1
Category of Footway (Major)	Not Applicable	Not Applicable	Signs, cones and/or Barrier around damage - YES	Not Applicable	Signs, cones and/or Barrier around damage- NO

Minor – small cracking or chipped.

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

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

Add photo

[Defect Class = FV15]

Defect Class 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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not Applicable	Not Applicable	Not Applicable	Select	Not Applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not Applicable	Not Applicable	Select	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)	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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	FSD1
Category 1	20	Not applicable	5 working days	FSD3
	15 – 16	Not applicable	20 working days	FSD4
Category 2(H)	9 – 12	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 – Ironwork (Gullys, Manholes Etc) Missing / Broken / Loose

[Defect Class = FV03]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Characteristic	Not Applicable	Loose Or Rocking	Not Applicable	Broken or Damaged	Collapsed or Missing

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Collapsed or Missing	Not Applicable	Not Applicable	Signs, cones and/or Barrier around damage- YES	Not Applicable	Signs, cones and/or Barrier around damage- NO
Broken or Damaged	Not Applicable	Cat 4/5	Cat 2/3	Cat 1	Not Applicable
Loose or Rocking	Not Applicable	Cat 4/5	Cat 2/3	Not Applicable	Cat 1

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	FCD1
Category 1	20	24hr	Assess & Decide Strategy	FCD2
Category 1	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
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 (Gullys, Manholes etc) Sunken

[Defect Class = FV04]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Depth Footway	Not Applicable	Less than 20mm	More than 20 mm	Not Applicable	Not Applicable
Defect Depth Cycle Track	Not Applicable	Less than 40mm	More than 40 mm (Cat 4/5)	More than 40 mm (Cat 1/2/3)	Not Applicable

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Depth Vege/Embankment		<40mm Or >40mm			

Potential Defect Probability – Characteristics

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 1	20	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
Category 2(M)	5 – 8	Not applicable	Assess & Decide Strategy	FCS6

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	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 (Gullys, Manholes etc) Causing a Trip

[Defect Class = FV14]



Defect Scope Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Causing a Trip	Not Applicable	Not Applicable	Less than 20mm	Not Applicable	More than 20 mm

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
< 20mm	Cat 4/5	Cat 3	Cat 2	Cat 1	Not Applicable
>20mm	Not Applicable	Not Applicable	Cat 3/4/5	Cat1/ 2	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 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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is footway passable?	Not Applicable	Yes	Not Applicable	Not Applicable	No

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Footway Passable	Not Applicable	Select	Not Applicable	Not Applicable	Not Applicable
> 10m Category of Footway	Not Applicable	Cat 3/4/5	Cat 2	Cat 1	Not Applicable
5 – 10m Category of Footway	Cat 4/5	Cat 2/3	Not Applicable	Cat 1	Not Applicable
< 5m Category of Footway	Cat 4/5	Cat 1/2/3	Not Applicable	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 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).
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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
How much of the footway/cycle track is passable?	Not Applicable	Not Applicable	> 1.2m	< 1.2m	Not Applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
> 1.2m	Not Applicable	Not Applicable	Select	Not Applicable	Not Applicable
< 1.2m Category of Footway	Not Applicable	Not Applicable	Cat 4/5	Cat 2/3	Cat 1

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 1	20	Not applicable	5 working days	FVE3
Category 1	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

Location of Defect (Note 1)	Permanent Remedy Responsibility
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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Length of Defect	< 5m	5 – 10m	> 10m	Not Applicable	Not Applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
> 10m Category of Footway	Cat 4/5	Cat 3	Cat 2	Cat 1	Not Applicable
5 – 10 m Category of Footway	Cat 3/4/5	Not Applicable	Cat 2	Not Applicable	Cat 1
< 5m Category of Footway	Cat 4/5	Cat 3	Cat 2	Not Applicable	Cat 1

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(H)	9 – 12	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 Class Description

Verge has been damaged from vehicular traffic and been overrun.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Stones on Verge	Not Applicable	Select	Not Applicable	Not Applicable	Not Applicable
Ruts in Verge How deep is the rut?	Not Applicable	< 100mm	Not Applicable	> 100mm	Not Applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Stones on verge	Not Applicable	Select	Not Applicable	Not Applicable	Not Applicable
Ruts in Verge	Not Applicable	Select	Not Applicable	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(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

Footways, Cycle Tracks, Verges and Embankments – Trip Hazard

[Defect Class = FV10]



Defect Class Description

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

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

(NOT obviously on a Utilities Trench or Service Box)

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Depth	Not Applicable	Not Applicable	<20mm	Not Applicable	>20mm

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
< 20mm Deep Category of Footway	Cat 4/5	Cat 3	Not Applicable	Cat 1/2	Not Applicable
> 20mm Deep Category of Footway	Not Applicable	Not Applicable	Cat 3/4/5	Cat 1/2	Not Applicable

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

R	Score to be added on to calculations where applicable 1	Score to be added on to calculations where applicable 2	Score to be added on to calculations where applicable 3	Score to be added on to calculations where applicable 4	Score to be added on to calculations where applicable 5	Score to be added on to calculations where applicable 6
Is there loose material, or is it affecting other things on the footway?	Not Applicable	Yes	Not Applicable	Not Applicable	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 1	22	24hr (Note 1)	5 or 20 working days (Note 20)	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 Class Description

An area leaves on the footway surface of any class

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Are leaves on a steps / steep incline	No	Not Applicable	Not Applicable	Not Applicable	Yes

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Steps / Steep	Refer to District Borough	Not Applicable	Not Applicable	Not Applicable	Not Applicable

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Incline – No	Council				
Steps / Steep Incline – Yes	Cat3/4/5 Refer to District Borough Council	Not Applicable	Not Applicable	Cat 1/2	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 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 Class Description

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

Risk Characteristics

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

Potential Defect Impact – Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Causing obstruction or damage	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Causing Damage to Property OR Obstruction to carriageway / cycle way OR Obstruction to footway / cycle track

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Causing Damage To Property	Not Applicable	Not Applicable	Signs, Cones and/or Barrier around damage – Yes	Not Applicable	Signs, Cones and/or Barrier around damage – No
Footway / Cycle Track	Not Applicable	Not Applicable	Signs, Cones and/or Barrier around damage – Yes	Not Applicable	Signs, Cones and/or Barrier around damage – No
Carriageway / Cycle Way	Not Applicable	Not Applicable	Signs, Cones and/or Barrier around damage – Yes	Not Applicable	Signs, Cones and/or Barrier around damage - No

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy (CAT 4 referral)	FUE1
Category 1	15 – 16	20 working days	Assess & Decide Strategy (CAT 4 referral)	FUE4

Hazard Mitigation Responsibility Rules

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

Location of Defect (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 – Damaged Or Missing Kerb, Edging Or Channel

[Defect Class = KC01]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact – Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is the kerb, edging or channel damaged or missing?	Not Applicable	Not Applicable	Not Applicable	Damaged	Missing

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Missing	Not Applicable	Not Applicable	Not Applicable	SELECT	Not Applicable
Damaged	Not Applicable	Chipped	Not Applicable	Cracked / Rocking	Shattered

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 1	20	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	CKD6

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 – Graffiti on Highways Property

[Defect Class = GR01]



Defect Class Description

Writing or drawings sprayed on highway property.

Risk Characteristics

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

Potential Defect Impact –Characteristics

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

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Racist or Offensive	Not Applicable	Not Applicable	Not Applicable	Select	Not Applicable
Not Racist or Offensive Is it obstructing road signs?	No	Not Applicable	Not Applicable	Yes	Not Applicable
Private wall / Railway Bridge	Refer to District Borough Council	Not Applicable	Not Applicable	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 1	20	24hr	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
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier
Private wall or Railway Bridge	Refer to District Borough Council

Note 1: To be ascertained from Location Information

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

[Defect Class = FE02]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is problem	Not Applicable	Not Applicable	Missing	Not Applicable	Obstruction

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Missing Probability	Not Applicable	Not Applicable	Not Applicable	Select	Not Applicable
Obstruction Probability	Not Applicable	Not Applicable	Not Applicable	Footway	Carriageway

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	PKD1
Category 1	20	24hr	Assess & Decide Strategy	PKD2
Category 2(H)	9 – 12	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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is problem?	Not Applicable	Not Applicable	Not Applicable	Missing - No drop Hazard	Obstruction OR Sharp Edges within Reach Missing - Drop Hazard

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Obstruction	Not Applicable	Not Applicable	Not Applicable	Obstruction to Footway / Cycle track	Obstruction to Road / Cycle Lane
Missing Potential Drop hazard	Not Applicable	Not Applicable	No	Not Applicable	Yes
Sharp Edges	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	PED1
Category 1	20	24hr	Assess & Decide Strategy	PED2
Category 2(H)	9 – 12	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 Class Description

A damaged or missing section of pedestrian handrail.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is problem?	Not Applicable	Not Applicable	Missing	Not Applicable	Obstruction or Sharp Edges within Reach

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Obstruction	Not Applicable	Not Applicable	Not Applicable	Obstruction to Footway / Cycle Track	Obstruction to Road / Cycle Lane
Missing	Not Applicable	Not Applicable	Not Applicable	Select	Not Applicable
Sharp Edges Within Reach	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	PHR1
Category 1	20	24hr	Assess & Decide Strategy	PHR2
Category 2(H)	9 – 12	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 Class Description

Rigid unlit bollard or post (not including signposts) 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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
< 20mm Deep Trip Hazard All categories of footway and no obstruction	Not Applicable	Not Applicable	Select	Not Applicable	Not Applicable
> 20mm Deep Trip Hazard All categories of	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
footway and no obstruction					
Obstructing Carriageway/Cycle Lane	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select
Obstructing Footway	Not Applicable	Not Applicable	Not Applicable	Select	Not Applicable
No Trip Hazard and No Obstruction	Not Applicable	Not Applicable	Select	Not Applicable	Not Applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
< 20mm Deep Trip Hazard All categories of footway and no obstruction	Not Applicable	Not Applicable	Select	Not Applicable	Not Applicable
> 20mm Deep Trip Hazard Category of Footway and no obstruction	Not Applicable	Not Applicable	Cat 3/4/5 footway	Cat 1 or 2 footway	Not Applicable
Obstructing Carriageway, Cycle Lane or Footway?	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select
No Trip Hazard and No Obstruction	Not Applicable	Not Applicable	Select	Not Applicable	Not Applicable

Potential Urgent response (24hours) – on hierarchy 1 footways for greater than 20mm height/depth or if causing obstruction to footway

R	Score to be added on to calculations where applicable 1	Score to be added on to calculations where applicable 2	Score to be added on to calculations where applicable 3	Score to be added on to calculations where applicable 4	Score to be added on to calculations where applicable 5	Score to be added on to calculations where applicable 6
Is there loose material, or is it affecting other things on the footway or causing an obstruction to the footway?	Not Applicable	Yes	Not Applicable	Not Applicable	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 (Note 3)	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
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.

Note 3: Permanent Remedy to include repair to any resultant trip hazard.

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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Damaged / Knocked over / Leaning	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

Defect Response Standards

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

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

Note 1: To be ascertained from Location Information

Hazard mitigation to take place regardless of ownership. Subsequently to be referred to landowner to arrange permanent remedy, if not highways maintainable.

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 Fence Possibly Compromised – Inspection Required

[Defect Class = FE07]



Defect Class Description

A deer fence that is possibly compromised following the identification of a dead or live deer on highway near the deer fencing. Full, detailed inspection of the deer fence to take place.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Dead deer near deer fencing	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Dead deer near deer fencing	Not Applicable	Not Applicable	Not Applicable	Select	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
Category 1	20	Not applicable	5 working days	DFI3

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

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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not Applicable	Not Applicable	Not Applicable	Select	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	20	Not applicable	Assess & Decide Strategy	Refer to Hertfordshire Building Control (Note 1) or District/Borough Council

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.

Hazard Mitigation Responsibility Rules

Location of Defect (Note 1)	Hazard Mitigation Responsibility
County Council 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 – Bridge / Structure Damaged or Unstable

[Defect Class = HB01]



Defect Class Description

Highway Bridge damaged from vehicular impact.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

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

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

Additional Information – Characteristics

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

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	HBW1
Category 2(L)	1 – 4	Not applicable	Not applicable	HBW8

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

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

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

[Defect Class = LT01]



Defect Class Description

Belisha beacon globe damaged (cracked or missing)

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Damage	Not Applicable	Not Applicable	Not Applicable	Damaged	Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Compulsory Selection	Not Applicable	Not Applicable	Damaged	Not Applicable	Exposed Wiring

Defect Response Standards

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

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

Add photo

Defect Class Description

Belisha beacon knocked down or leaning.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Damage	Not Applicable	Not Applicable	Leaning	Not Applicable	Knocked Down OR Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Knocked Down	Not Applicable	Not Applicable	Signs, cones and/or barriers around the damage – Yes	Not Applicable	Signs, cones and/or barriers around the damage – No
Leaning	Not Applicable	Not Applicable	Not Applicable	Select	Not Applicable

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Wiring	Not Applicable	Not Applicable	Not Applicable	Not Applicable	SELECT

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	Not applicable	LBW1
Emergency	25	2hr	Not applicable	LBK1
Category 5	12 or 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 Class Description

Belisha beacon not working or flickering.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Status	Not Applicable	Not Applicable	Not Applicable	Select	Not Applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not Applicable	Not Applicable	Select	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 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 Damaged

[Defect Class = LT04]

Add photo

Defect Class Description

Seasonal lighting damaged, not working or causing an obstruction.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Damage/fault	Other Fault	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Other Fault – Refer to District Borough Council	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Exposed Electrical Wiring

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	Not applicable	LXM1
Referral	0	Not applicable	Not applicable	Refer to District/Borough

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

Hazard Mitigation Responsibility Rules

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

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

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 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 – Lit Bollard – Lit Bollard Damaged or Missing

[Defect Class = LT08]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Characteristic	Not Applicable	Not Applicable	Not Applicable	Shell Damaged or Shell Missing	Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Electrical Wiring	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Select

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Shell Damaged or Missing	Not Applicable	Not Applicable	Barriers around the works	Not Applicable	No barriers around work

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	Not applicable	LLW1
Emergency	20	24hr	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]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Characteristic	Not Applicable	Not Applicable	Not Applicable	Lit bollard out or Flickering	Not Applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Selection	Not Applicable	Not Applicable	Select	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 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]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Damage/fault	Not Applicable	Not Applicable	Not Applicable	Cracked / Dirty / Shattered	Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not Applicable	Not Applicable	Cracked / Dirty / Shattered	Not Applicable	Exposed Electrical Wiring

Defect Response Standards

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

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

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

Hazard Mitigation Responsibility Rules

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

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

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

[Defect Class = LT10]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is the problem with the door?	Not Applicable	Not Applicable	Not Applicable	Damaged	Exposed Electrical Wiring OR Missing/Open

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not Applicable	Not Applicable	Damaged	Not Applicable	Exposed Electrical Wiring OR Missing/Open

Defect Response Standards

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

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

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Sign Importance	Not Applicable	Not Applicable	Select	Not Applicable	Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Route Speed Limit	Not Applicable	Not Applicable	Not Applicable	Select	Exposed Electrical Wiring

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	Not applicable	LSW1
Category 5	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
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]

Add photo

Defect Class Description

Light illuminating road sign turned on during the day.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
On during day	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Select	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	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
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]

Add photo

Defect Class Description

Light illuminating road sign out or flickering.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Characteristic	Not applicable	Not applicable	Flickering	Out	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Out	Flickering	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	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
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 Class Description

Light illuminating highway sign knocked down or leaning.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Extent of Damage	Not applicable	Not applicable	Not applicable	Leaning No Obstruction	Leaning Obstruction/Knocked Down or Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Wiring Probability	Not applicable	Not applicable	Not applicable	Not applicable	Select
Leaning Is it causing an obstruction?	Not applicable	Not applicable	No	Not applicable	Yes
Knocked Down Probability	Not applicable	Not applicable	Not applicable	Not applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	Not applicable	LSW1
Emergency	25	2hr	Not applicable	LSK2
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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Characteristic	Not applicable	Not applicable	Not applicable	Not applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Not applicable	Exposed Electrical Wiring OR No Exposed Electrical Wiring

Defect Response Standards

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

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

Add photo

Defect Class Description

Glare from street light being an inconvenience.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Damage/fault	Not applicable	Not applicable	Not applicable	Not applicable	Select	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Select	Not applicable	Not applicable

2.7.3. Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 4	12	Not applicable	Highway Electrical Community to Assess & Decide	LCG5

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

Hazard Mitigation Responsibility Rules

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

Location of Defect (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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is problem with lens?	Not applicable	Not applicable	Shattered (bulb exposure), Cracked, Dirty	Not applicable	Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Damaged	Not applicable	Not applicable	Not applicable	Shattered (bulb exposure), Cracked, Dirty	Exposed Electrical Wiring

Defect Response Standards

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

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



Defect Class Description

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

Risk Characteristics

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

Defect Response Standards

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is the problem with the door?	Not applicable	Not applicable	Not applicable	Damaged	Exposed Electrical Wiring OR Missing/Open

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Damaged	Not applicable	Exposed Electrical Wiring OR Missing/Open

Defect Response Standards

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

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

Add photo

Defect Class Description

Light illuminating highway leaning from original position.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Extent of Damage	Not applicable	Not applicable	Not applicable	Not applicable	Leaning or Knocked Down or Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Wiring	Not applicable	Not applicable	Not applicable	Not applicable	Select
Leaning	Not applicable	Not applicable	Causing an Obstruction – No	Not applicable	Causing an Obstruction – Yes
Knocked Down	Not applicable	Not applicable	Not applicable	Not applicable	Select

Defect Response Standards

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

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

Light illuminating highway turned on during the day.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Light on	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Select	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	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]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Single Light out/flickering Or Multiple lights out	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Select	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	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]

Add photo

Defect Scope Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Characteristic	Not applicable	Not applicable	Not applicable	Not applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Not applicable	Exposed Electrical Wiring OR No Exposed Electrical Wiring

Defect Response Standards

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

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

Add photo

Defect Scope Description

Street lighting column cut down or necked.

Defect Specific Additional Details

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

Summary Defect Risk Assessment

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

If the Street Light has been cut down, then we have a cyclical program of works to address these defects.

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

[Defect Class = LT28]

Add photo

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	Defect Risk Rating
What is the vegetation overhanging / obscuring? (Mandatory)	Lamp Lantern	12
What is the vegetation overhanging / obscuring? (Mandatory)	Lamp Column	10

Defect Response Standards

The Defect Response Standards 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 Flasher – School Flashing Light Timing Issues

[Defect Class = LT29]

Add photo

Defect Class 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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Not turning on/off at the correct time, during term time Or On outside of term time or Off during term time	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Not turning on/off at the correct time, during term time Or On outside of term time or Off during term time	Not applicable	Not applicable	Not applicable	Select	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	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]

Add photo

Defect Class Description

School flashing light knocked down or leaning.

Risk Characteristics

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

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Extent of Damage	Not applicable	Not applicable	Not applicable	Not applicable	Leaning or Knocked Down or Exposed Wiring

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Wiring	Not applicable	Not applicable	Not applicable	Not applicable	Select
Leaning	Not applicable	Not applicable	Causing an Obstruction – No	Not applicable	Causing an Obstruction – Yes
Knocked Down	Not applicable	Not applicable	Not applicable	Not applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	Not applicable	LBW1
Emergency	25	2hr	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]

Add photo

Defect Class Description

A school flasher that has a broken or has a faulty lamp unit.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Select	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]

Add photo

Defect Class Description

Light illuminating subway damaged or dirty.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Damage	Not applicable	Not applicable	Dirty Cracked	Not applicable	Exposed Electrical Wiring

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Dirty Cracked	Exposed Electrical Wiring

Defect Response Standards

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

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

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Characteristic	Not applicable	Not applicable	Flickering Out	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Flickering Out	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	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]

Add photo

Defect Scope Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Characteristic	Not applicable	Not applicable	Not applicable	Not applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Not applicable	Exposed Electrical Wiring or No Exposed Electrical Wiring

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Electrical Wiring Exposed – 2hr	20 Working Days (Use LUH4)	LUW1
Emergency	25	2hr	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 – Sign Illegally Placed on Highway (Flyposting etc.)

[Defect Class = OB01]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is it obstructing a road sign or affecting visibility?	No – and not racist or offensive	Not applicable	Not applicable	Not applicable	Yes No - but racist and offensive

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is it racist or offensive?	No	Not applicable	Not applicable	Yes	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 1	20	Not applicable	5 working days	OAV3
Referral	1	Not applicable	Assess and 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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Edge of Road Characteristics	Not applicable	Not applicable	Not applicable	Not applicable	Select
Centre of Road Characteristics	Not applicable	Not applicable	Not applicable	Not applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Not applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	OSL1

Hazard Mitigation Responsibility Rules

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

Location of Defect (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

Summary Defect Risk Assessment

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

If it is a Motor Vehicle, Caravan or Trailer then please refer to the District/Borough Council

Obstruction / Encroachment – Fly Tipping on Verge

[Defect Class = OB04]

Add photo

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

Summary Defect Risk Assessment

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

If the Fly Tipping is on the Verge, please refer to the District or Borough Council

Obstruction/Encroachment – Fly Tipping on Road or Footway

[Defect Class = OB05]

Add photo

Defect Class Description

Intentionally throwing waste off a vehicle on the carriageway.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is it causing an obstruction?	No	Not applicable	Not applicable	Not applicable	Yes

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
No Obstruction	Refer to District Borough Council	Not applicable	Not applicable	Not applicable	Not applicable
Obstruction Road Classification	Not applicable	Not applicable	Not applicable	Unclassified	A, B, C

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	OFT1
Category 1	20	24hr	Assess & Decide Strategy	OFT2

Hazard Mitigation Responsibility Rules

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

Location of Defect (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 – Unauthorised or Dangerous Scaffold, Hoarding or Unlit Skip

[Defect Class = OB11]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Select	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 Undertaking other Unauthorised Activities

[Defect Class = OB12]

Add photo

Defect Class Description

Highway used improperly by a business.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Select	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
Private Roads	Adjacent Landowner / Occupier

Obstruction/Encroachment – Resident Undertaking other Unauthorised Activities

[Defect Class = OB13]

Add photo

Defect Class Description

Highway used improperly by a resident.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Select	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
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Public Rights of Way – Public Right of Way Blockage

[Defect Class = PW01]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Select	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Select	Not applicable	Not applicable	Not applicable	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	0	Not applicable	Not applicable	RWB8 – refer to Public Rights of Way

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Public Rights of Way – Public Rights of Way Encroachment

[Defect Class = PW02]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Select	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Select	Not applicable	Not applicable	Not applicable	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	0	Not applicable	Not applicable	RWE8 – refer to Public Rights of Way

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Public Rights of Way – Public Rights of Way Flooded

[Defect Class = PW03]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Select	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Select	Not applicable	Not applicable	Not applicable	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	0	Not applicable	Not applicable	RWF8 – refer to Public Rights of Way

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Public Rights of Way – Public Rights of Way Gate or Stile Damaged

[Defect Class = PW04]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Select	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Select	Not applicable	Not applicable	Not applicable	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	0	Not applicable	Not applicable	RWG8 – refer to Public Rights of Way

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

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

[Defect Class = PW05]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Select	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Select	Not applicable	Not applicable	Not applicable	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	0	Not applicable	Not applicable	RWS8 – refer to Public Rights of Way

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Road and Cycle Lane – Sudden Change in Surface Level

[Defect Class = CW01]

[Add photo](#)

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Depth Road	Not applicable	< 50mm	Not applicable	50-100 mm	>100 mm
Defect Depth Designated Cycle Route	Not applicable	< 40mm	Not applicable	40-100 mm	>100 mm

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Classification of Road	Not applicable	Not applicable	Unclassified	Cat B, C	Cat A

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	CAL1
Category 1	20	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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is the cover causing a noise nuisance?	Not applicable	Not applicable	Not applicable	Not applicable	Yes - Select

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is the problem with the cover?	Not applicable	Loose or Rocking	Not applicable	Damaged or Broken	Collapsed or Missing

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Loose or Rocking	Not applicable	Not applicable	Unclassified	B, C	A
Damaged or Broken	Not applicable	Unclassified	B, C	A	Not applicable
Collapsed or Missing	Not applicable	Not applicable	Signs, cones and/or Barrier around damage - Yes	Not applicable	Signs, cones and/or Barrier around damage - No
Causing a Noise Nuisance	Not applicable	Not applicable	Not applicable	Select	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	2hr	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]

Add photo

Defect Class Description

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

(NOT obviously Statutory Undertakers' ironwork)

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

For loose, broken, or missing ironwork see CW02.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Cover is causing a noise nuisance	Not applicable	Not applicable	Not applicable	Select	Not applicable
Defect Depth Road	Not applicable	< 50mm	50-100 mm	>100 mm	Not applicable
Defect Depth Designated Cycle Route	Not applicable	< 40mm	40-100 mm	>100 mm	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Cover is causing a noise nuisance	Not applicable	Not applicable	Not applicable	Not applicable	Select
< 40mm Road OR < 50mm Designated Cycle Route	Not applicable	Not applicable	Not applicable	Unclassified	A, B, C
40 – 100mm Road OR 50 - 100mm Designated Cycle Route	Not applicable	Not applicable	Not applicable	Unclassified	A, B, C
> 100mm	Not applicable	Not applicable	Unclassified	B, C	A

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 1	20	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]

Add photo

Defect Class Description

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

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

For loose, broken, or missing ironwork see CW02.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Width	Not applicable	Less than 10mm	Not applicable	Not applicable	Greater than 10mm

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Less than 10mm Road Classification	Unclassified	Not applicable	B, C	Not applicable	A
Greater than 10mm	Not applicable	Not applicable	Not applicable	Select	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 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 road sections of any class.

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Straight Section How widespread is the mud	Not applicable	< 2m	Not applicable	> 2m	Not applicable
Bend or Junction How widespread is the mud	Not applicable	< 2m	Not applicable	Not applicable	> 2m

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Straight Section < 2 m	Unclassified, B, C	Not applicable	A	Not applicable	Not applicable
Bend or Junction < 2 m	Not applicable	Unclassified	A, B, C	Not applicable	Not applicable
Straight Section > 2 m	Not applicable	Not applicable	Not applicable	Unclassified, B, C	A
Bend or Junction > 2 m	Not applicable	Not applicable	Unclassified	B, C	A

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Not applicable	2 hr	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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
< 40 / 50mm deep How wide?	< 300 mm	> 300 mm < 300 mm (A road)	> 300 mm (A road)	Not applicable	Not applicable
40 / 50 – 100 mm deep How wide?	Not applicable	Not applicable	Not applicable	< 300 mm	> 300 mm
> 100 mm deep How wide?	Not applicable	Not applicable	Not applicable	Select	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
< 50mm deep Road OR < 40mm deep Designated Cycle Route	Not applicabl e	Not applicabl e	Unclassified	A, B, C	Not applica ble
< 300 mm wide 40 – 100 mm deep Designated Cycle Route OR 50 – 100 mm deep Road	Not applicabl e	Not applicabl e	Unclassified	A, B, C	Not applica ble
> 300 mm wide 40 – 100 mm deep Designated Cycle Route OR 50 – 100 mm deep Road	Not applicabl e	Not applicabl e	Unclassified	A, B, C	Not applica ble
> 100 mm deep Carriageway Classification	Not applicabl e	Not applicabl e	Not applicable	Unclassif ied	A, B, C

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

R	Score to be added on to calculations where applicable 1	Score to be added on to calculations where applicable 2	Score to be added on to calculations where applicable 3	Score to be added on to calculations where applicable 4	Score to be added on to calculations where applicable 5	Score to be added on to calculations where applicable 6
50 – 100 mm deep Road OR 40 – 100 mm deep Designated Cycle Route	Not applicable	> 300 mm wide	Not applicable	Not applicable	Not applicable	<300 mm wide
> 100 mm deep Road OR Designated Cycle Route	Not applicable	< 300 mm wide > 300 mm wide	Not applicable	Not applicable	Not applicable	Not applicable

Unclassified Road response

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

U	Score to be added on to calculations where applicable 1	Score to be added on to calculations where applicable 2	Score to be added on to calculations where applicable 3	Score to be added on to calculations where applicable 4	Score to be added on to calculations where applicable 5
50 – 100 mm deep Road OR 40 – 100 mm deep Designated Cycle Route	Not applicable	Not applicable	Select	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 1	22	24hr (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).

Risk Characteristics

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

Potential Defect Impact –Characteristics

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

Potential Defect Probability – Characteristics

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Not applicable	2 hr	CRW1
Category 1	20	Not applicable	24 hr	CRW2
Category 2(L)	1 – 4	Not applicable	Assess & Decide Strategy	CRW8

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 Crazing Surface

[Defect Class = CW08]



Defect Class Description - Rough or Uneven Road Surface

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

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Length of uneven road surface	Not applicable	Less than 10 m	Not applicable	Greater than 10 m	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Less than 10 m Road Classification	Not applicable	Unclassified	A, B, C	Not applicable	Not applicable
Greater than 10 m Road Classification	Not applicable	Unclassified	A, B, C	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 – 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]

[Add photo](#)

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Length of uneven road surface	Not applicable	Less than 10 m	Not applicable	Greater than 10 m	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Less than 10 m Road Classification	Not applicable	Unclassified	A, B, C	Not applicable	Not applicable
Greater than 10 m Road Classification	Not applicable	Unclassified	A, B, C	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 – 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]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Not applicable	Not applicable	Not applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Fire	Not applicable	Not applicable	Not applicable	Not applicable	Select
Spillage	Not applicable	Not applicable	Not applicable	Not applicable	Select
Road Traffic Incident	Not applicable	Not applicable	Not applicable	Not applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess and Decide Strategy	CFS1

Hazard Mitigation Responsibility Rules

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

Location of Defect (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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Type of road markings faded or missing	Not applicable	All other unlisted markings Markings related to parking restrictions. Refer to District Borough Council Markings not reinstated 8 weeks after resurfacing. Refer to LRM/A-Roads	<ul style="list-style-type: none"> • Markings at major junctions/interchanges. • Mini-roundabout markings. • Give-way markings at Y junctions (not T junctions). • Turn right/left or ahead only markings. (Mandatory) • Markings where a lane reduction occurs. • Markings on an unlit section of highway with a speed limit of 50mph+ 	<ul style="list-style-type: none"> • Pedestrian crossing markings. • Markings at crossroads. • Stop Lines. • Double white lines • No-Entry markings. • School Keep Clear markings. 	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Select	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)	9-12	Not applicable	Assess & Decide Strategy	CRM5

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

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 should 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 (Minimum of 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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Select	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Missing / Damaged from Pedestrian Crossing	Not applicable	Select	Not applicable	Not applicable	Not applicable

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Missing / Damaged from Edge of Roads	Not applicable	Select	Not applicable	Not applicable	Not applicable
Missing / Damaged from Centre of Road	Not applicable	Select	Not applicable	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(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 Class 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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Causing an obstruction	Not applicable	Not applicable	Not applicable	Not applicable	Select
Not Causing an obstruction	Not applicable	Not applicable	Not applicable	Not applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Causing an obstruction	Not applicable	Not applicable	Not applicable	Not applicable	Select
Not causing an obstruction	Not applicable	Not applicable	Select	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	2hr	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]

Add photo

Defect Scope Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is the type of Road Hump	Not applicable	Not applicable	Tarmac / Brick Paved	Not applicable	Preformed Plastic

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Tarmac / Brick Paved	Not applicable	Not applicable	Not applicable	Not applicable	Section Missing / Damaged
Preformed Plastic Speed Hump	Not applicable	Not applicable	Section Missing	Not applicable	Protruding obstruction on the carriageway

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2 hr	Assess and Decide Strategy	CSC1
Category 1	15 – 16	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 – Melting Road Surface

[Defect Class = CW16]

Add photo

Defect Scope Description

Carriageway surface melting due to excessive heat.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Select	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

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

[Defect Class = SE01]

Add photo

Defect Class Description

Flashing warning sign not working/damaged.

Risk Characteristics

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

Potential Defect Impact –Characteristics

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

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Wiring Probability	Not applicable	Not applicable	Not applicable	Not applicable	Select
No Exposed Wiring Probability	Not applicable	Not applicable	Not applicable	Not applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Not applicable	SFW1
Emergency	25	2hr	Not applicable	SFS1
Special Maintenance	15	24hr	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 and Enforcement Cameras – Enforcement Camera Damaged

[Defect Class = SE02]

Add photo

Defect Class Description

Camera that measures on going traffic speeds.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Extent of damage	Not knocked down	Not applicable	Not applicable	Not applicable	Not applicable	Knocked Down or Exposed Wiring

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Wiring Probability	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Select
No Exposed Wiring Probability	Not knocked down	Not applicable	Not applicable	Not applicable	Not applicable	Knocked Down

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Not applicable	TSW1
Emergency	25	2hr	Not applicable	TCD1
Referral	0	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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is the sign in question listed? Indicated on the next page (Note 1)	Not applicable	No	Yes – On Secondary Priority List	Yes – On Main Priority List	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is the sign in question listed? Indicated on the next page (Note 1)	Not applicable	No or Yes – On Secondary Priority List	Yes – On Main Priority List	Not applicable	Not applicable

Note 1: List of signs on next page.

Main Priority Road Sign List

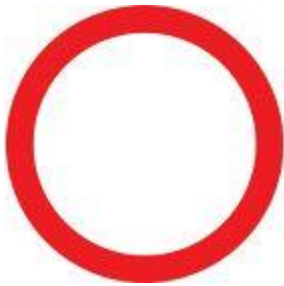






Secondary Priority Road Sign List







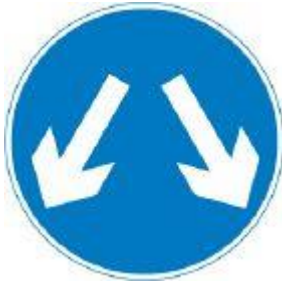












Note: This does not include repeater signs.

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(H)	12	Not applicable	Assess & Decide Strategy	STO5
Category 2(M)	6	Not applicable	Assess & Decide Strategy	STO6

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(L)	4	Not applicable	Assess & Decide Strategy	STO7

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

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

[Defect Class = SI04]



Defect Class Description

Nameplate of street missing or damaged

2.7.4. Permanent Remedy Responsibility Rules

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

Signs and Street Name Plates – Mile Marker Post Problem

[Defect Class = SI05]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Obstruction status	Not causing obstruction	Not applicable	Not applicable	Obstructing footway	Obstructing road/cycle lane

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Problem	Damaged Knocked Down/Leaning Missing Obscured	Not applicable	Not applicable	Not applicable	Obstructing road/cycle lane/footway

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.

Defect Response Standards

The Defect Response Standards 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/Referral to highwaysassetoperations@hertfordshire.gov.uk	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
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]

Add photo

Defect Class 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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
If causing obstruction - Where is the obstruction?	Not applicable	Not applicable	Not applicable	Footway	Road / Cycle Lane
If no obstruction, Is the signpost damage structural or non-structural?	Non-Structural (Note 1)	Not applicable	Structural (Note 1) and post height less than 3 metres	Structural (Note 1) and post height more than 3 metres	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
If yes to causing an obstruction	Not applicable	Not applicable	Not applicable	Not applicable	SELECT
If no obstruction, Is the signpost damage structural or non-structural?	Non-Structural (Note 1)	Structural (Note 1) and post height less than 3 metres	Structural (Note 1) and post height more than 3 metres	Not applicable	Not applicable

Note 1: A guide to the definition of structural/non-structural damage is provided in the defect class description. Ultimately, engineering judgement should be used to determine if the damage amounts to structural or non-structural damage.

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Assess & Decide Strategy	SKD1
Category 1	20	24hr	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

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

Permanent Remedy Responsibility Rules

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

Traffic Signals – Traffic Signals Timing Problem

[Defect Class = TS01]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is the timing problem?	Not applicable	Lights out of sequence / Causing delay	Not applicable	Not applicable	Signals stuck

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Signals Stuck	Lights out of sequence / Causing delay

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Urgent	20	6hr	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
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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

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

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not Ringway Signals	Not applicable	Not applicable	Not applicable	Select

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

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	Not applicable	2hr	TRW1
Category 1	20	Not applicable	24hr	TRW2
Referral	0	Not applicable	Not applicable	TRW8 – Once made safe, refer to NRSWA.

Hazard Mitigation Responsibility Rules

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

Location of Defect (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]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Which lights are not working?	Not applicable	Green or Amber light out	Not applicable	Red light out	All lights out

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Not applicable	Not applicable	All Lights out	Green or Amber or Red light out

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Urgent	20	6hr	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 Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Electrical Wiring	Not applicable	Not applicable	Not applicable	Not applicable	Select
Is the traffic signal knocked down or damaged?	Not applicable	Not applicable	Not applicable	Not applicable	Knocked Down Or Damaged

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Electrical Wiring	Not applicable	Not applicable	Not applicable	Not applicable	Select
Knocked Down	Not applicable	Not applicable	Not applicable	Not applicable	Select
Damaged	Not Causing an obstruction – No Action	Not applicable	Not applicable	Not applicable	Causing an obstruction

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Not applicable	TSW1
Emergency	25	2hr	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
Private Roads	Adjacent Landowner / Occupier

Note 1: To be ascertained from Location Information

Traffic Signals – Traffic Signals Dirty or Obscured

[Defect Class = TS05]

Add photo

Defect Class Description

Traffic signals dirty or obscured from any overgrown vegetation.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What is the problem with traffic signal	Dirty signals	Not applicable	Not applicable	Not applicable	Signal Head Facing the Wrong Way or Obscured Signal Head

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Obscured Signal Head	Not applicable	Not applicable	Signal Head Facing the Wrong Way

Defect Response Standards

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

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

Add photo

Defect Scope Description

Beeper is not work 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	Defect Risk Rating
What is the fault with the Beeper? <i>(Mandatory)</i>	Not working	10
What is the fault with the Beeper? <i>(Mandatory)</i>	Too Loud	10

Defect Response Standards

The Defect Response Standards 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]

Add photo

Defect Scope Description

Pedestrian crossing button not working.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Not applicable	Not applicable	Not applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Select	Not applicable	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
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 and Enforcement Cameras – Rising Bollard Damaged

[Defect Class = SF04]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Electrical Wiring	Not applicable	Not applicable	Not applicable	Not applicable	Select
Is the rising bollard causing an obstruction?	No	Not applicable	Yes	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Electrical Wiring	Not applicable	Not applicable	Not applicable	Not applicable	Select
Probability	Not applicable	Not applicable	Not applicable	Not applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Not applicable	TSW1
Special Maintenance	15	24hr	Not applicable	TRB3
Special Maintenance	5	Not applicable	72hr	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 and Enforcement Cameras – Rising Bollard Stuck

[Defect Class = SF04]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Is the rising bollard Stuck up or down?	Down	Not applicable	Not applicable	Up	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Not applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Urgent	20	6hr	Not applicable	TRS2
Special Maintenance	5	Not applicable	72hr	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

CCTV/ANPR and Traffic Counters – CCTV/ANPR Installation Damaged

[Defect Class = CC02]

Add photo

Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Electrical Wiring	Not applicable	Not applicable	Not applicable	Not applicable	Select
Knocked Down	Not applicable	Not applicable	Not applicable	Not applicable	Select
Other	Secure	Not applicable	Not applicable	Not applicable	Not Secure

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Electrical Wiring	Not applicable	Not applicable	Not applicable	Not applicable	Select
Knocked Down	Not applicable	Not applicable	Not applicable	Not applicable	Select
Other	Secure	Not applicable	Not applicable	Not applicable	Not Secure

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Not applicable	TSW1
Emergency	25	2hr	Not applicable	TCC1
Special Maintenance	1	Not applicable	7 days	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 and Enforcement Cameras – Variable Message Sign (VMS) not Working/Damaged

[Defect Class = SE04]

Add photo

Defect Scope Description

Variable message sign board damaged or not functioning.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Exposed Electrical Wiring	Not applicable	Not applicable	Not applicable	Not applicable	Select
Issue	Not applicable	Not applicable	Not applicable	Not applicable	Knocked down / Leaning

Potential Defect Probability – Characteristics

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

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Exposed Wiring	25	2hr	Not applicable	SVW1
Emergency	25	2hr	Not applicable	SVM1
Urgent	20	24hr	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 and Traffic Counters – Traffic Counter

[Defect Class = TC01]

Add photo

Defect Scope Description

Traffic counter cabinet damaged or knocked down.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Issue	Not applicable	Permanent Cabinet - Damaged	Not applicable	Not applicable	Not applicable	Permanent Cabinet - Knocked down
Permanent Cabinet - No	Select	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Permanent Cabinet	No	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Damaged	Not applicable	Select	Not applicable	Not applicable	Not applicable	Not applicable
Knocked down	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr	Not applicable	TCO1
Special Maintenance	1	Not applicable	7 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 – Vegetation or Grass Cutting

[Defect Class = TV01]

Add photo

Defect Class Description

Grass area on highway overgrown.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Affecting sightlines	No	Not applicable	Not applicable	Not applicable	Yes

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Select	Not applicable	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
Category 2(H)	12 – 9	Not applicable	Assess & Decide Strategy	VGC5
Category 2(L)	4 – 1	Not applicable	Assess & Decide Strategy	VGC7

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

Hazard Mitigation Responsibility Rules

Location of Defect	Hazard Mitigation Responsibility
County Council Maintained Highways	HST Contractor Or District/Borough Council (if maintained under Agency Agreement)
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 Or District/Borough Council (if maintained under Agency Agreement)
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads	Adjacent Landowner / Occupier

Hazard Mitigation Policy

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

Permanent Remedy Responsibility Rules

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

Trees and Vegetation – Hedge Overgrown

[Defect Class = TV02]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
What / Where is the overgrown hedge causing an obstruction?	Other – Signs / Traffic Signal	Not applicable	Not applicable	Road / Cycle Lane OR Footway / Cycle Track OR Passable – On Private Land	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Other – Signs / Street Light / Traffic Signal	Log under appropriate fault	Not applicable	Not applicable	Not applicable	Not applicable
Road / Cycle Lane	Not applicable	Not applicable	Passable – Not on Private Land	Not applicable	Not passable
Footway / Cycle Track	Not applicable	Not applicable	Passable – Not on Private Land	Not applicable	Not Passable
Passable – On Private Land	Ringway to send out the first letter.	Not applicable	Not applicable	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
Category 1	20	5 working days	Assess & Decide Strategy	VHO3
Category 1	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

Location of Defect	Hazard Mitigation Responsibility
County Council 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

Permanent Remedy Responsibility Rules

Location of Defect	Permanent Remedy Responsibility
County Council 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

Trees and Vegetation – Noxious Weeds

[Defect Class = TV03]



Defect Class Description

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

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Select	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
Category 2(H)	12 - 9	Not applicable	Assess & Decide Strategy	VNW5

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Trees and Vegetation – Tree Overgrown/Untidy

[Defect Class = TV04]

Add photo

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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Not passable	Not applicable	Not applicable	Impacting Road / Cycle Lane	Impacting Footway	Not applicable
Passable	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Not passable	Not applicable	Not applicable	Not applicable	Not applicable	Select
Passable	Not applicable	Not applicable	Select	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 1	20	5 Working Days (Note 1)	Assess & Decide Strategy (Note 1)	VT03 PT03 (Note 2)
Category 1	15	20 Working Days (Note 1)	Assess & Decide Strategy (Note 1)	VT04 PT04 (Note 2)
Category 2(H)	9	Not applicable	Assess & Decide Strategy (Note 1)	VT05 PT05 (Note 1)
Referral	Not applicable	Not applicable	Not applicable	VT08 – LICE (Note 1) VT09 (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
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]

Add photo

Defect Class Description

Dead, diseased, or dying tree with the possibility of falling and causing an obstruction or injury.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Tree on Highway	Not applicable	Not applicable	Not applicable	No Immediate Danger	Not applicable	Immediate Danger (to highway or private property)
Tree on Private Property.	Immediate Danger (To Private Property) or No Immediate Danger and not within falling distance of highway	Not applicable	Not applicable	Not applicable	No immediate danger but within falling distance of highway	Immediate Danger (to highway)
Arboriculturist/PRO use only - assessed as requiring 1 month works by arboriculturist	Not applicable	Not applicable	Not applicable	Not applicable	Select	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Tree on Highway	Not applicable	Not applicable	Not applicable	Not applicable	No immediate danger	Immediate Danger (to highway or private property)
Tree on Private Property.	Immediate Danger (To Private Property) or No Immediate Danger and not within falling distance of highway	Not applicable	Not applicable	No immediate danger but within falling distance of highway	Not applicable	Immediate Danger (to highway)
Arboriculturist/PRO use only - assessed as requiring 1 month works by arboriculturist	Not applicable	Not applicable	Not applicable	Not applicable	Select	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 (Note 1)	25	2hr (Note 2)	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 or PRO use only)	16	Not applicable	20 Working Days	VDD4
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
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads / Land	Adjacent Landowner / Occupier / HST Contractor

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 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 1: To be ascertained from Location Information

Note 2: In conjunction with Tree Protocol

Trees and 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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Causing an Obstruction to road / cycle lane	Not applicabl e	Not applicabl e	Not applicabl e	Not applicabl e	Not applicabl e	Select
Causing an Obstruction to footway only	Not applicabl e	Not applicabl e	Not applicabl e	Not applicabl e	Select	Not applicabl e

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Not Causing a highway Obstruction and damage to private property	Tree growing on private land and fallen on private property only	Not applicable	Not applicable	Tree growing on private land and fallen on Highway Only or Highway and Private Property	Not applicable	Tree not growing on private land
Not Causing an highway Obstruction and no damage to private property	Tree growing on private land and fallen on private property only	Not applicable	Not applicable	Tree not growing on private land and fallen anywhere	Tree growing on private land and fallen on Highway Only or Highway & Private Property	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Causing an Obstruction to road / cycle lane	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Select
Causing an Obstruction to footway only	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Select
Not Causing a highway Obstruction but causing damage to private property	Tree growing on private land and fallen on private property	Not applicable	Not applicable	Not applicable	Tree growing on private land and fallen on highway only or Highway and Private	Tree not growing on private land

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
	only				Property	
Not Causing a highway Obstruction and causing no damage to private property	Tree growing on private land and fallen on private property only	Not applicable	Not applicable	Tree growing on private land and fallen on Highway Only or Highway & Private Property	Tree not growing on private land and fallen on Highway Only	Tree not growing on private land and fallen on Private Property Only or Highway and 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	2hr (Note 1)	Assess & Decide Strategy (Note 1)	VTF1 PTF1 (Note 2)
Category 1	20	24hr (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 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 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 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]

Add photo

Defect Class Description

Tree or root on HCC owned highway encroaching adjacent property.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Problem	Growing on private land	Not applicable	Not applicable	Not growing on private land	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Growing on private land	Not applicable	Not applicable	Not applicable	not growing on private land	Not applicable

For this fault –it is usual for an insurance claim to come through (Following the DSA assessment and referral).

Once the claim has been established – HCC Asset Owner is to be contacted and provide confirmation of tree removal – with DSA included in all correspondence.

Ringway to update Confirm.

Defect Response Standards

The following Defect Response Standards will be applied:

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Category 2(H)	12 - 9	Not applicable	Assess & Decide Strategy	VRE5

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Trees and Vegetation – Tree Branch Hanging Dangerously

[Defect Class = TV08]

Add photo

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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Problem	Not applicable	Not applicable	Not applicable	Not applicable	Select

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Not applicable	Not applicable	Not applicable	Not applicable	Select

Defect Response Standards

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

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
Emergency	25	2hr (Note 1)	Assess & Decide Strategy (Note 1)	VBH1 PBH1 (Note 2)
Referral	Not applicable	Not applicable	Not applicable	VTO8 – LICE (Note 1) VBH9 (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
Motorways or Trunk Roads	Another Authority – Highways Agency
Private Roads / Land	Adjacent Landowner / Occupier / HST Contractor

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 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 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 Class Description

Weed growth on footway causing cracks.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Not applicable	Not applicable	Select	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Category of Footway	Cat 4, 5	Cat 1, 2, 3	Not applicable	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
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]

Add photo

Defect Class Description

Weed growth on carriageway.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Impact	Select (If maintained by HCC) Referral to District / Borough Council if maintained by agent	Not applicable	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Select (If maintained by HCC) Referral to District / Borough Council if maintained by agent	Not applicable	Not applicable	Not applicable	Not applicable

2.7.5.

2.7.6. Defect Response Standards

The Defect Response Standards 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 – Defective Patch or Trench

[Defect Class = SU02]

Add photo

Defect Class Description

A step in the trafficked surface of road sections of any class as a result of a defective patch, trench or similar that is obviously the responsibility of a Statutory Undertaker.

Note: If the defect is not the responsibility of a Statutory Undertaker or the ownership cannot be ascertained, use CW01.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Defect Type	Select	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Road Classification	Select	Not applicable	Not applicable	Not applicable	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	0	Not applicable	Not applicable	NRSWA

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

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Utilities – Overhead Wires/Poles Damaged or Unstable

[Defect Class = SU03]

Add photo

Defect Class Description

Electricity pylons damaged or unstable.

Risk Characteristics

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

Potential Defect Impact – Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Status	Select	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Compulsory Selection	Select	Not applicable	Not applicable	Not applicable	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	0	Not applicable	Not applicable	NRSWA

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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

Utilities – Fire Hydrant Issue

[Defect Class = SU05]

Add photo

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.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Vegetation growth or other item obstructing access	Not applicable	Not applicable	Not applicable	Select	Not applicable
Hydrant marker post damaged/missing	Not applicable	Not applicable	Not applicable	Obstruction/Trip = Yes (on footway) Obstruction/Trip = No – Referral	Obstruction/Trip = Yes (on Carriageway/Cycle Track)
Hydrant Damaged	Not applicable	Not applicable	Not applicable	Obstruction/Trip = Yes (on footway) Obstruction/Trip = No – Referral	Obstruction/Trip = Yes (on Carriageway/Cycle Track)

I	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Surfaced Over	Not applicable	Not applicable	Not applicable	Not applicable	Referral

Potential Defect Probability – Characteristics

P	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Hydrant marker post damaged/mis sing.	Not applicable	Not applicable	Obstruction /Trip = No – Referral	Obstruction /Trip = Yes (on footway)	Obstruction /Trip = Yes (on Carriageway /Cycle Track))
Vegetation growth or other item obstructing access	Not applicable	Not applicable	Select	Not applicable	Not applicable
Hydrant Damaged	Not applicable	Not applicable	Obstruction /Trip = No – Referral	Obstruction /Trip = Yes (on footway)	Obstruction /Trip = Yes (on Carriageway /Cycle Track)
Surfaced Over	Not applicable	Not applicable	Referral	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	Not applicable	FHS1 (Hazard Mitigation Only) Permanent Remedy Referral – Hertfordshire Fire & Rescue Service water@hertfordshire.gov.uk

Defect Category	Defect Risk Rating	Hazard Mitigation Response Time	Permanent Remedy Time	Enquiry Subject Code
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 HighwaysLRMTeam@hertfordshire.gov.uk ARoads@hertfordshire.gov.uk

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 – Ice and Snow on Road or Footway

[Defect Class = WS01]



Defect Class Description

Ice or snow located in the trafficked surface of footway.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Location	Select	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Select	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

Please Refer to Winter Service Plan

Road Priorities

Priority Number	Description
Priority 1	Primary Roads
Priority 2(a)	Main Distributor Roads Secondary Distributor Roads Roads serving significant industrial areas and shopping centres.
Priority 2(b)	Selected Scheduled Bus Routes (In general, small buses have greater maneuverability than conventional double decker buses therefore their routes will not be singled out) One road to each village Urban cycleways open to mopeds where accessible to vehicle mounted or towed spreaders.
Priority 3	Other roads with steep gradients in urban / residential areas Rural roads with poor drainage. Where the remainder of the road network running or standing water is a hazard
Priority 4	The remainder of the road network

Winter Service – Salt Bin Missing or Damaged or Empty

[Defect Class = WS04]



Defect Class Description

Salt storage bin empty and in need for refill or missing from position / damaged.

Risk Characteristics

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

Potential Defect Impact –Characteristics

I	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Status	Empty	Not applicable	Missing or Damaged	Not applicable	Not applicable	Not applicable

Potential Defect Probability – Characteristics

P	Referral 0	Very Low 1	Low 2	Medium 3	High 4	Very High 5
Probability	Empty	Not applicable	Missing or Damaged	Not applicable	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
Category 2(L)	4 – 1	Not applicable	Assess & Decide Strategy	WSB7
Referral	0	Not applicable	Not applicable	Please refer to Winter Service Plan

Hazard Mitigation Responsibility Rules

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

Permanent Remedy Responsibility Rules

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