

## **Hertfordshire County Council**

## **Highways Service Term Contract**

## **Defect Management Approach**

## **Assess and Decide Strategy**

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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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**Title:** Service Integration Team Leader

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**Date of issue:** 09 November 2023

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## 1. Overview of Defect Management Approach

The HST Contractor will be required to implement the defect management approach through the provisions of the HST contract and in accordance with the Council's policy and guidance. The Council's policy and guidance on the defect management approach is contained within three mutually supporting documents:

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

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

**This document is the third of this series.**

## **2. Assess and Decide Strategy**

### **2.1 Introduction**

The demands for Emergency, Category 1 and Category 2 work on the network usually exceed the amount of money that the council can reasonably allocate to the Highways Service. As such, the response to these work demands must be prioritised. Under the service contract arrangements, the HST Contractor is accountable for managing the council'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

When fulfilling these contractual duties, the HST Contractor will do so in accordance with this 'Assess and Decide' strategy.

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

## **2.2 Service Budget**

The Council will provide a single Service Budget for the response to Emergencies, Category 1 Defects and Category 2 Defects. This will be managed as a single combined budget through the Service Budget Accountabilities (section 2.3 below) and in accordance with the Assess and Decide Prioritisation Framework (section 2.4 below).

In managing the response to Emergencies, Category 1 Defects and Category 2 Defects, the HST Contractor will employ the Service Budget in order to:

- Minimise the potential for third party claims on the Council,
- Reduce the demand for emergency interventions,
- Reduce the demand for hazard mitigation interventions,
- Maximise pre-planned and programmed interventions that give long term asset or service value.
- Dynamically manage budget allocations to ensure that responses to Emergencies and Category 1 Defects across the county are adequately resourced,
- Maximise the value for the money invested.
- Maximise the achievement of the wider service objectives.



## **2.3 Service Budget Accountabilities**

The following Service Budget Accountabilities are defined in accordance with Clause 2.5.2 – Designated Financial Management Roles of the HST Contract Service Information:

- The HCC Budget Manager will be accountable for setting an annual Service Budget for the response to Emergencies, Category 1 Defects and Category 2 Defects.
- The HCC Budget Holder will be accountable for monitoring and reporting on utilisation of the Service Budget and its operational budget management, as undertaken and reported by the HST Delegated Budget Holder.
- The HST Delegated Budget Holder will be accountable for holding the Service Budget as a Delegated Budget, for delivering the response to Emergencies, Category 1 Defects and Category 2 Defects within the Delegated Budget and for reporting performance of these services to the HCC Budget Holder.

## **2.4 Assess and Decide Prioritisation Framework**

The Service Budget Accountability holders will fulfil their obligations in accordance with the priority rules described in the following Assess & Decide Prioritisation Framework:

**Table 1 Assess and Decide Prioritisation Framework**

Priority Level	Action	Objectives	Responsible	Consulted
1	<b>Set an annual Service Budget</b>	<ul style="list-style-type: none"> <li>• To allocate budget sufficient to reasonably meet the needs of Emergency Response and Category 1 Response that can be reasonably anticipated in the forthcoming year.</li> <li>• To allocate budget to respond to Category 2 Defects.</li> <li>• To set out <b>HCC Priority Rules</b> that the Council wishes to apply to the HST Contractor's use of the Service Budget in the budget period.</li> </ul>	HCC Budget Manager	<ul style="list-style-type: none"> <li>• HCC Budget Holder</li> <li>• HST Delegated Budget Holder</li> <li>• Members</li> </ul>

Priority Level	Action	Objectives	Responsible	Consulted
2	<b>Set a county-wide Emergency Response Sub Budget</b>	<ul style="list-style-type: none"> <li>• To reserve a proportion of the Service Budget sufficient to reasonably meet the needs of all Emergency Response for the whole county.</li> <li>• To prioritise the county-wide Emergency Response Sub Budget to time periods reflecting predictable demand profiles.</li> <li>• To reflect the HCC Priority Rules.</li> </ul>	HST Delegated Budget Holder	<ul style="list-style-type: none"> <li>• HCC Budget Holder</li> <li>• Members</li> </ul>
3	<b>Set District Sub Budgets.</b>	<ul style="list-style-type: none"> <li>• To distribute the residual Service Budget to district areas in accordance with Defect Demand.</li> <li>• To reflect the HCC Priority Rules.</li> </ul>	HST Delegated Budget Holder	<ul style="list-style-type: none"> <li>• HCC Budget Holder</li> <li>• Members</li> </ul>

Priority Level	Action	Objectives	Responsible	Consulted
4	<b>Set District Category 1 Sub Budgets</b>	For each district area: <ul style="list-style-type: none"> <li>• To reserve a proportion of the District Sub Budgets sufficient to reasonably meet the needs of all Category 1 Response for the district area.</li> <li>• To reflect the HCC Priority Rules</li> </ul>	HST Delegated Budget Holder	<ul style="list-style-type: none"> <li>• HCC Budget Holder</li> </ul>
5	<b>Set District Category 2 Defect Group Sub Budgets.</b>	For each district area: <ul style="list-style-type: none"> <li>• To distribute the residual District Sub Budget to category 2 responses by setting percentages for defined <b>Defect Groups</b>.</li> <li>• To reflect cross-county asset needs priorities.</li> <li>• To reflect the HCC Priority Rules</li> </ul>	HST Delegated Budget Holder	<ul style="list-style-type: none"> <li>• HCC Budget Holder</li> </ul>

<b>Priority Level</b>	<b>Action</b>	<b>Objectives</b>	<b>Responsible</b>	<b>Consulted</b>
6	<b>Set district sub budget profiles</b>	<p>For each district area:</p> <ul style="list-style-type: none"> <li>To prioritise the District Category 1 Sub Budget, / District Category 2 Defect Group Sub Budgets to time periods reflecting predictable demand profiles.</li> <li>To reflect HCC Priority Rules</li> </ul>	HST Delegated Budget Holder	<ul style="list-style-type: none"> <li>HCC Budget Holder</li> </ul>
7	<b>Emergency demand</b>	<ul style="list-style-type: none"> <li>To commit to Emergency Response demands.</li> </ul>	HST Manager	<ul style="list-style-type: none"> <li>HST Delegated Budget Holder</li> </ul>
8	<b>Category 1 demand</b>	<ul style="list-style-type: none"> <li>To commit to Category 1 Response demands</li> </ul>	HST Manager	<ul style="list-style-type: none"> <li>HST Delegated Budget Holder</li> </ul>

Priority Level	Action	Objectives	Responsible	Consulted
9	<b>Category 2(H) demand.</b>	<ul style="list-style-type: none"> <li>• To prioritise demand by Defect Risk Rating.</li> <li>• Not to commit if Defect is to be remedied by other work planned in Category 4 or 5 programmes within a three month period.</li> <li>• To commit to Category 2(H) Response demand if District Category 2 Defect Group Sub Budget is available for the relevant Defect Group and time period.</li> </ul>	HST Manager	<ul style="list-style-type: none"> <li>• HST Delegated Budget Holder</li> </ul>

Priority Level	Action	Objectives	Responsible	Consulted
10	<b>Category 2(M) demand</b>	<ul style="list-style-type: none"> <li>• To prioritise demand by Defect Risk Rating.</li> <li>• Not to commit if Defect is to be remedied by other work planned in Category 4 or 5 programmes within a six month period.</li> <li>• To commit to Category 2(M) Response demand if District Category 2 Defect Group Sub Budget is available for the relevant Defect Group and time period.</li> <li>• To prioritise demand by <b>Added Service Value Criteria</b>.</li> </ul>	HST Manager	<ul style="list-style-type: none"> <li>• HST Delegated Budget Holder</li> </ul>

Priority Level	Action	Objectives	Responsible	Consulted
11	<b>Category 2(L) demand</b>	<ul style="list-style-type: none"> <li>• To prioritise demand by Defect Risk Rating.</li> <li>• Not to commit if Defect is to be remedied by other work planned in Category 4 or 5 programmes within a 12 month period.</li> <li>• To commit to Category 2(L) Response demand if District Category 2 Defect Group Sub Budget is available for the relevant Defect Group and time period.</li> <li>• To prioritise demand by Added Service Value Criteria,</li> </ul>	HST Manager	<ul style="list-style-type: none"> <li>• HST Delegated Budget Holder</li> </ul>

The Council will undertake its budget management cycle (as described in Service Information Clause 2.5.4) against the following tiers of monitored budget



**Table 2 Budget Monitoring Tier**

	<b>Tier 1 Monitoring</b>	<b>Tier 2 Monitoring</b>	<b>Tier 3 Monitoring</b>	<b>Tier 4 Monitoring</b>
<b>Monitored Budgets</b>	Service Budget	Emergency Response Sub Budget	Not applicable	Emergency Response Sub Budget Profile
		District Sub Budgets (note 1)	District Category 1 Sub Budget	District Category 1 Sub Budget Profile
			District Category 2 Defect Group Sub Budgets (note 2)	District Category 2 Defect Group Sub Budget Profile

Note 1: One for each of the ten district council areas.

Note 2: One for each defined Defect Group.

### **2.4.1 HCC Priority Rules**

The Council may set out HCC Priority Rules that direct prioritisation of the annual Service Budget for response to Emergencies, Category 1 Defects and Category 2 Defects. Where the County sets such rules, the HST Contractor must comply with them when implementing the Assess and Decide Prioritisation Framework.

The HCC Priority Rules may include, but are not limited to, rules relating to:

- The reservation of Service Budget for Emergency Response,
- Relative prioritisation of District Sub Budgets,

- The reservation of District Sub Budgets for Category 1 Response,
- Relative prioritisation of District Category 2 Defect Group Sub Budgets,
- The distribution of sub budget profiles month on month through the year,
- Prioritisation of individual Defect Classes within Defect Groups.
- Budget virement rules.

#### **2.4.2 Defect Groups**

The Defect Groups describe the general areas of the Network asset or operation where Defects occur. Each Defect Group comprises a discrete number of Defect Classes. Defect Groups / Defect Classes definitions are common across the Defect Management Approach and are described in Appendix A.

#### **2.4.3 Added Service Value**

Prioritisation Levels 10 and 11 (Category 2 (M) Demand and Category 2(L) Demand) allow for *subjective* prioritisation of Defect response to take place after the *objective* prioritisation of the defects based on Defect Risk Rating, according to the potential Added Service Value that may be accrued. The aim is to further assist in the best value utilisation of the Service Budgets, allowing differentiation of defect response work that would otherwise be of similar prioritisation when considered by Defect Risk Rating alone.

The HST Contractor will devise and maintain relevant Added Service Value Criteria. These will be subject to the approval of the HCC Budget Holder. The Added Service Value Criteria must reflect the broad HCC service objectives and, as such, they will be subject to change and may evolve with time.

As a starting point for this process of continual improvement, the Added Value Criteria described in Figure 4 below are to be used by the HST Contractor for the initial period of the HST Contract until updated by the HST Contractor (within 6 months of the DMA becoming active).

If the majority of the assessment criteria has been assessed as a 'High' beneficial impact, then this would be given a relative priority of Cat2 (M) Demand.

**Figure 4: Added Service Value Criteria – to be used subjectively to further prioritise Category 2 (M) and Category 2 (L) defects**

Themes	Assessment Criteria	Beneficial Impact?	Beneficial Impact?	Beneficial Impact?
		High	Medium	Low
Network safety and performance	Would the defect condition be likely to degrade to Defect Risk Rating >15 within three months?			
Claims Reduction	Likely to reduce the future claims on the authority?			
Contract Critical Success Factors	Added value for money by bundling up work with other to achieve economy of scale?			
Contract Critical Success Factors	Public Satisfaction enhanced by reducing a source of high levels of public concern?			
HCC Corporate Themes	Support economic well-being?			
HCC Corporate Themes	Maximise Independent living?			
HCC Corporate Themes	Reduce carbon emissions?			

<b>Themes</b>	<b>Assessment Criteria</b>	<b>Beneficial Impact? High</b>	<b>Beneficial Impact? Medium</b>	<b>Beneficial Impact? Low</b>
HCC Corporate Themes	Ensure safe neighbourhoods?			
HCC Corporate Themes	Be a leading council?			
Environment Department / Transport Management Group Outcomes	Improved transport choice and access?			
Environment Department / Transport Management Group Outcomes	A safe and efficient transport system?			

<b>Themes</b>	<b>Assessment Criteria</b>	<b>Beneficial Impact? High</b>	<b>Beneficial Impact? Medium</b>	<b>Beneficial Impact? Low</b>
Environment Department / Transport Management Group Outcomes	Improved protection and enhancement of the natural and physical environment?			
Environment Department / Transport Management Group Outcomes	Strong community leadership and effective partnership working?			
Environment Department / Transport Management Group Outcomes	Climate change & sustainability?			

<b>Themes</b>	<b>Assessment Criteria</b>	<b>Beneficial Impact? High</b>	<b>Beneficial Impact? Medium</b>	<b>Beneficial Impact? Low</b>
Environment Department / Transport Management Group Outcomes	A service which continues to listen to communities and customers?			
Local Transport Plan 3	Keep the county moving?			
Local Transport Plan 3	Support economic development and dwelling growth?			
Local Transport Plan 3	Improve accessibility for all?			

Themes	Assessment Criteria	Beneficial Impact?	Beneficial Impact?	Beneficial Impact?
		High	Medium	Low
Local Transport Plan 3	Achieve behavioural change regards choices of transport mode?			
Local Transport Plan 3	Achieve further improvements in the provision of public transport (bus and rail)?			
Local Transport Plan 3	Improve journey experience for transport users?			
Local Transport Plan 3	Improve the health of individuals?			
Local Transport Plan 3	Maintain and enhance the natural, built and historic environment?			
Local Transport Plan 3	Reduce the impact of noise?			
Local Transport Plan 3	Improve road safety?			
Local Transport Plan 3	Reduce crime and fear of crime?			
Local Transport Plan 3	Reduce greenhouse gas emissions from transport?			
Local Transport Plan 3	Design new infrastructure and maintenance in the light of threats from changing climate?			



<b>Themes</b>	<b>Assessment Criteria</b>	<b>Beneficial Impact?</b>	<b>Beneficial Impact?</b>	<b>Beneficial Impact?</b>
		<b>High</b>	<b>Medium</b>	<b>Low</b>
Transport Asset Management Principles	Identify and apply industry leading good practice to the management of all highways assets?			
Transport Asset Management Principles	Consider and manage the safety of the network, now and in the future?			
Transport	Ensure availability of the network, now and in the future?			
Asset Management	Consider and manage the accessibility of the network, now and in the future?			
Principles	Consider and manage the environmental impact of the network, now and in the future?			

<b>Themes</b>	<b>Assessment Criteria</b>	<b>Beneficial Impact?  High</b>	<b>Beneficial Impact?  Medium</b>	<b>Beneficial Impact?  Low</b>
Transport	Maximise the opportunity for investment to maintain and improve the condition of our transport network?			

## **2.5 Annual Planned Work Programme**

The HST Contractor will maintain an Annual Planned Work Programme (APWP) that sets out pre-planned work periods for specific types of Category 1 and Category 2 responses. It is expected that the APWP will be developed to integrate with Category 5 work and HCC's Integrated Work Programme (IWP) where the work periods can be reasonably brought together for service efficiency.

The objectives of the Annual Planned Work Programme include (but are not limited to):

- Creating efficiency by reducing defect response overheads and unit costs through the 'bundling' of work,
- Optimising defect response work quality by planning interventions to appropriate annual / seasonal periods,
- Allowing optimum work techniques to be applied to maximise whole life value,
- Reducing network disruption resulting from defect responses by avoiding known seasonal and calendar network usage peaks,
- Optimising value for money by pre planning service resources and procurement,
- Creating greater efficiency in Member and customer communication expenditure.

The Council generally favours the use of an Annual Planned Work Programme for the delivery of defect responses in preference to the use of individually planned and scheduled defect responses. However, the HST Contractor will retain the authority and responsibility for deciding the optimum procurement / programming approach to be taken for separate defects in order that the wider service objectives are achieved.

The Council offers the following general guidance on how defect responses might be included into the Annual Planned Work Programme:

<b>Defect Category</b>	<b>Consider use of Planned Work Programme?</b>	<b>Comment</b>
Emergency	Not applicable	Not applicable as this is reactive work
Category 1 Defect (Hazard Mitigation)	Not applicable	Not applicable as this is reactive work
Category 1 Defect (Permanent Remedy)	Yes	If next available planned work period falls within required defect response times.

<b>Defect Category</b>	<b>Consider use of Planned Work Programme?</b>	<b>Comment</b>
Category 2(H)	Yes	If next available planned work period falls within 3 months of commitment.
Category 2(M)	Yes	If next available planned work period falls within 6 months of commitment.
Category 2(L)	Yes	Commitment scheduled to next planned work period.

## Appendix A – Common Defect Class Set

Also refer to the Enquiry Guidance Notes which sets out guidance for assessing defects (including service requests) reported by the public or stakeholders

Enquiry Codes	documents	enquiry_subject_name	service_name	
AOF	AOF	Dead Animal Off Road	Animals	A
AON	AON	Dead animal On Road	Animals	A
Refer to DBC		Dog or Horse Foul	Animals	A
Contact Police		Live Animal on Road	Animals	A
ARI	ARI	Rabbit Infestation on Highway	Animals	A
BED	BED	Bus Electronic Display Screen Damaged	Bus Shelters And Bus Stops	B
BJP	BJP	Bus Electronic Journey Planner Damaged	Bus Shelters And Bus Stops	B
BPL	BPL	Bus Stop Pole Leaning or Damaged	Bus Shelters And Bus Stops	B
BEW	BEW	Exposed Electrical Wiring	Bus Shelters And Bus Stops	B
BSM	BSM	Bus Stop Sign Missing or Damaged	Bus Shelters And Bus Stops	B
BSL	BSL	Seat or Light Damaged	Bus Shelters And Bus Stops	B
BTT	BTT	Timetable Missing or Damaged	Bus Shelters And Bus Stops	B
BSD	BSD	Shelter Damaged	Bus Shelters And Bus Stops	B
PKD	FNC	Fence/Wall damaged/missing	Guardrails, Fencing, Unlit Bollards and Posts	P
PED	PED	Ped guardrails damaged/missing	Guardrails, Fencing, Unlit Bollards and Posts	P
PHR	PHR	Ped handrails damaged/missing	Guardrails, Fencing, Unlit Bollards and Posts	P
PUB	FUB	Unlit Bollard/Posts Damaged/Missing	Guardrails, Fencing, Unlit Bollards and Posts	P
DPD	DPD	Property Damaged By Flooding	Flooding And Drainage	D
DCF	DCF	Road flooded	Flooding And Drainage	D
DIT	DIT	Ditch problem	Flooding And Drainage	D
DFL	DFL	Footway flooded	Flooding And Drainage	D
Refer to Cyclical Programme		Blocked gully or drain	Flooding And Drainage	D
DSF	SFL	Subway flooded	Flooding And Drainage	D
FSD	FSD	Highway Steps Damaged	Footway, Verges and Embankments	F

FCD	FCD	Manhole/Cover Missing, Broken or Loose	Footway, Verges and Embankments	F
FCS	FCS	Manhole/Cover Sunken	Footway, Verges and Embankments	F
FMD	FMD	Mud on Footway	Footway, Verges and Embankments	F
Removed From EGN				F
FVE	FVE	Verge Encroachment onto Footway	Footway, Verges and Embankments	F
FSU	FSU	Rough/Uneven/Crazing Surface	Footway, Verges and Embankments	F
FVD	FVD	Soft Verge Damaged/overrun	Footway, Verges and Embankments	F
FTP	FTP	Footway Trip Hazard	Footway, Verges and Embankments	F
FLV	FLV	Leaves on Footway	Footway, Verges and Embankments	F
FUE	FUE	Unstable Embankments/Cuttings	Footway, Verges and Embankments	F
Refer to DBC		Damaged Seating	Footway, Verges and Embankments	F
GRA	GRA	Graffiti Problems	Graffiti	G
HBW	HBW	Bridge/Structure Damaged or Unstable	Highway Bridges And Walls	H
LCK	LCK	Street Light Knocked Down or Leaning	Lighting	L
LCO	LCO	Street Light Out Or Flickering	Lighting	L
LCH	LCH	Street Light Hanging Equipment	Lighting	L
LCW	LCW	Street Light Wiring Exposed	Lighting	L
LCD	LCD	Street Light Door Damaged	Lighting	L
LCB	LCB	Street Light Bulb Damaged or Dirty	Lighting	L
LCV	LCV	Street Light Overgrown By Vegetation	Lighting	L
LCL	LCL	Street Light On During The Day	Lighting	L
LCG	LCG	Street Light Glare	Lighting	L
LSK	LSK	Sign Light Knocked Down	Lighting	L
LSO	LSO	Sign Light Out Or Flickering	Lighting	L
LSH	LSH	Sign Light Hanging Equipment	Lighting	L
LSW	LSW	Sign Light Wiring Exposed	Lighting	L
LSD	LSD	Sign Light Door Damaged	Lighting	L
LSB	LSB	Sign Light Bulb Damaged/dirty	Lighting	L
LSV	LSV	Sign Light Overgrown By Vegetation	Lighting	L
LSL	LSL	Sign Light On During The Day	Lighting	L

LBK	LBK	Belisha Beacon Knocked Down or Leaning	Lighting	L
LBO	LBO	Belisha Beacon Out Or Flickering	Lighting	L
LBW	LBW	Belisha Beacon Wiring Exposed	Lighting	L
LBD	BWL/EXP	Belisha Beacon Globe damaged or dirty	Lighting	L
LLO	LLO	Lit Bollard Out Or Flickering	Lighting	L
LLD	LLD	Lit Bollard Damaged Or Missing	Lighting	L
LLW	LLw	Lit Bollard Wiring Exposed	Lighting	L
LUO	LUO	Subway Light Out Or Flickering	Lighting	L
LUH	LUH	Subway Hanging Equipment	Lighting	L
LUW	LUW	Subway Light Wiring Exposed	Lighting	L
LUD	LUD	Subway Light Damaged or Dirty	Lighting	L
LUL	LUL	Street Light On During The Day	Lighting	L
LXM	LXM	Christmas Lighting Fault or Damage	Lighting	L
Refer to DBC		Litter Bin Full or Damaged	Litter	Not applicable
Refer to DBC		Litter on Footway and Road	Litter	Not applicable
OAV	OAV	Advertising Illegally Placed On Highway	Obstruction and Encroachment	O
OSL	OSL	Spillage, Debris or Shed Load	Obstruction and Encroachment	O
Refer to DBC		Dumped or Abandoned Vehicle on Highway	Obstruction and Encroachment	O
Refer to DBC		Fly Tipping Off Highway	Obstruction and Encroachment	O
OFT	OFT	Fly Tipping On Road	Obstruction and Encroachment	O
Refer to DBC	Refer to DBC	Unlicensed Use of the Highway	Obstruction and Encroachment	O
RWB	RWB	Blockage	Public Rights of Way	R
RWE	RWE	Encroachment	Public Rights of Way	R
RWF	RWF	Flood	Public Rights of Way	R
RWS	RWS	Prow Structure Damage	Public Rights of Way	R
CCD	CCD	Manhole or Drain Cover Missing, Broken or Loose	Road and Cycleway	C
CCS	CCS	Manhole or Drain Cover Sunken	Road and Cycleway	C
CCR	CCR	Crack in surface	Road and Cycleway	C
CMD	CMD	Mud on road/cycleway	Road and Cycleway	C
CPH	CPH	Pothole	Road and Cycleway	C



CRW	CRW	Roadworks Signs/Barriers	Road and Cycleway	C
CSU	RSU	Rough, Uneven Or Crazing Road Surface	Road and Cycleway	C
CSS	CSS	Slippery Surface - Not Leaves, Ice or Snow	Road and Cycleway	C
CFS	CSF	Surface Damage by Fire or Spillage	Road and Cycleway	C
CRM	CRM	Road Markings Missing or Faded	Road and Cycleway	C
CSD	CSD	Studs/cats eyes Missing/damaged	Road and Cycleway	C
CSF	CSF	Safety barrier damaged/missing	Road and Cycleway	C
CKD	CKD	Damaged Or Missing Kerb Edging or Channel	Road and Cycleway	C
STO	STO	Street Name Plate Dirty/Damaged/Missing	Signs And Street Name Plates	S
Refer to DBC		Street name plate damaged, missing, dirty/obscured	Signs And Street Name Plates	S
SKD	SKD	Unlit Sign Knocked Down or Leaning	Signs And Street Name Plates	S
SFS	SFS	Flashing Speed Sign Damage	Signs And Street Name Plates	S
Refer to DBC		Congestion, Speeding, Parking or Noise	Traffic and Parking Issues	M
Refer to DBC		Contravention of parking restriction	Traffic and Parking Issues	M
MHG	HGV	Heavy Goods Vehicle Issues	Traffic and Parking Issues	M
Refer to DBC		Parking Restrictions Query/Requests	Traffic and Parking Issues	M
Refer to DBC		Permits Or Paid Parking	Traffic and Parking Issues	M
TST	TST	Traffic Signal Timing Problem	Traffic Signals, CCTV, Safety Camera and Rising Bollards	T
TRW	TRW	Temporary Road Works	Traffic Signals, CCTV, Safety Camera and Rising Bollards	T
TSO	TSO	Traffic Signal Lights Out	Traffic Signals, CCTV, Safety Camera and Rising Bollards	T
TSD	TSD	Traffic Signals Damaged	Traffic Signals, CCTV, Safety Camera and Rising Bollards	T
TSV	TSV	Traffic Signals Dirty Or Obscured	Traffic Signals, CCTV, Safety Camera and Rising Bollards	T
TSW	TSW	Traffic Signals Wiring Exposed	Traffic Signals, CCTV, Safety Camera and Rising Bollards	T

TRB	TRB	Rising Bollard Damage	Traffic Signals, CCTV, Safety Camera and Rising Bollards	T
TVW	TVW	CCTV Wiring Exposed	Traffic Signals, CCTV, Safety Camera and Rising Bollards	T
TCC	TCC	CCTV Installation Damage	Traffic Signals, CCTV, Safety Camera and Rising Bollards	T
TCD	SCD	Safety Camera Damaged	Traffic Signals, CCTV, Safety Camera and Rising Bollards	T
VGC	VGC	Vegetation or Grass Cutting	Trees And Vegetation	V
VHO	VHO	Hedge Overgrown	Trees And Vegetation	V
VNW	VNW	Noxious weeds	Trees And Vegetation	V
VTO	VTO	Tree Branches Overhanging	Trees And Vegetation	V
VDD	VDD	Dead, Diseased or Dying	Trees And Vegetation	V
VTF	VTF	Tree or branch fallen	Trees And Vegetation	V
VRE	VRE	Tree Or Root Encroachment into Adjacent Property	Trees And Vegetation	V
VWG	VWG	Weed Growth On Footway	Trees And Vegetation	V
NRSW	NRSW	Overhead wires/poles damaged or unstable	Utilities	U
Refer to Winter Programme		Ice And Snow On Road or Footway	Winter Maintenance	W
WSB	WSB	Salt bin missing/damaged	Winter Maintenance	W

## **Appendix B – Reference Documents**

- Highway Tree Strategy and Guidance Document
- Defect Management Approach Enquiry Guidance Notes
- Defect Management Approach Safety Inspection Manual
- Local Transport Plan (including the Footway Strategy)
- Transport Asset Management Plan (including the Annual Performance Report)
- Highways Signage Guidance
- Core Services – Service Plan
- Environmental Management Guidance Document (including the Agency Agreements with the District and Borough Councils)
- Active Travel Strategy (Walking & Cycling)
- Flood and Water Management Strategy (including Land Drainage and Enforcement)
- Annual Planned Work Programme