



# **Dorset Highways: Code of Practice for the Classification of Highway Safety Hazards & Defects**

Version 3.0, Revision 0  
July 2021



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## Introduction

### 1.1 Background

Section 41 of the Highways Act places a statutory duty upon Dorset Council, as the local highway authority, to maintain the highway network to safe and serviceable standards.

Hazards & defects affecting the safety and/or the serviceability of the highway network can be identified through various routine highway maintenance operations such as scheduled safety inspections, ad-hoc inspections carried out in response to public enquiries and during cyclical maintenance activities e.g. gully emptying. In addition, emergency events such as road traffic collisions or fallen trees can also compromise the safety of the highway user.

To assist those undertaking routine highway maintenance operations this Code of Practice provides detailed information for all hazards & defects- from definitions & investigatory levels to sample photographs and recommended treatments.

This version of the CoP also continues to develop our risk assessment process for determining an appropriate response to each hazard or defect consistent with the recommendations set out in the Road Liaison Groups highway code of practice, Well-Managed Highway Infrastructure [WMHI], and was published on 28th October 2016. It replaces Well-Maintained Highways and Well-Lit Highways, with a single code focussing on the need to promote an integrated approach to asset management that is based on local needs, priorities and with the key factor of affordability. The underlying principle of the new code is that authorities should adopt a risk-based approach and a risk management regime, such as that set out within ISO31000, for all aspects of highway maintenance policy.

### 1.2 Document Structure

Part 2 of this document provides an explanation of the risk assessment process and its application to defect / hazard categorisation.

Part 3 contains worked examples of this risk assessment process.

Part 4 details important additional operational information relating to the identification, recording and notification of hazards and defects.

Part 5 contains detailed information for each specific hazard or defect.

### 1.3 Implementation & Review

This version of the Code of Practice for the Classification of Highway Safety Defects & Hazards is an operational document from ??/??/???. This CoP will be reviewed on an annual basis and in addition, as it is acknowledged that as this is a working document, any significant changes will be approved by cabinet. Any minor changes will be ratified by senior management and in consultation with the Portfolio Holder and issued on an ad-hoc basis. The distribution and subsequent revisions of this document are controlled under Dorset Highways Quality Management System.

## 2. Risk Assessment Process

### 2.1 National Best Practice: WMHI

The Code is not a statutory document but its potential significance to the outcome of highway liability claims cannot be denied, this document will be referenced as the accepted and expected approach to highway asset management.

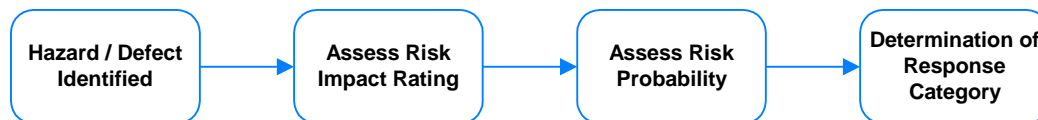
*“The authority adopts a robust risk-based approach to asset management, highway inspection and defect repair, which comply with the requirements of the code.”*

To underline this approach the code does not provide any prescriptive or minimum standards, as was the case with Well Maintained Highways but instead expects each authority to establish and implement realistic levels of service which are appropriate to their own circumstances and prioritised in accordance with their own assessment of the risks.

This CoP embodies DC’s interpretation of a system for assessing the risk posed by defects & hazards and establishes a practical process to facilitate its implementation in line with the recommendations set out in WMHI.

### 2.2 Risk Evaluation:

The risk associated with all defects and hazards needs to be evaluated in terms of its overall significance. This means assessing the likely **impact** should the risk occur and the **probability** of it happening. There are four basic steps to this process:



### 2.3 Identification of Hazards & Defects:

Part 3 of this document provides additional guidance on the identification, recording and notification of hazards, defects.

Part 5 of this document provides detailed guidance for hazards, defects which should be assessed using this process - including detailed definitions & investigatory levels, associated risk impact ratings, sample photographs and recommended treatments.

#### 2.4 Assessment of Risk Impact Rating:

The impact should a risk occur shall be assessed as follows:

- High - Major / Serious impact.
- Medium - Noticeable impact; or
- Low - Minor impact.

The impact rating is quantified by assessing the extent of damage/injury likely to be caused should the risk become an incident, and as such there is a clear link to the physical characteristics of the defect / hazard. Part 5 of this CoP provides investigatory levels for each hazard / defect along with an appropriate risk impact rating. For example, the investigatory levels and associated impact ratings for a carriageway pothole are as follows:

<b>Impact Rating</b>	<b>Criteria</b>
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40m Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

## 2.5 Assessment of Risk Probability:

The probability of a risk occurring is quantified by assessing the likelihood of highway users encountering the defect or hazard. As this probability is likely to rise with an increase in either the usage or the strategic importance of a particular section, risk probability can be directly linked to Dorset Council's Network Hierarchy. The tables below illustrate the criterion applied within DC's network hierarchy:

### Carriageway hierarchy

DC Network Hierarchy	Annual inspection Frequency	Hierarchy Description	Road Type	Detailed Description
2	12	Strategic Route	National primary, county, regional and freight routes	Roads forming the strategic backbone of the County's network, catering for heavy goods vehicles and longer distance traffic. Connecting the county to adjoining counties and the national road network.
3	12	Main Distributor	Heavily trafficked routes, freight and major bus routes	Roads connecting the larger towns and industrial estates to each other and to the strategic routes
4	12	Secondary Distributor	Other heavily trafficked routes	Important links in the network connecting towns and larger villages.
5	4	Local Distributor	Roads connecting villages to the distributor road network	Roads within towns and urban areas and rural roads that connect the larger villages and industrial estates to the distributor network.
6	1	Collector Road	Roads connecting villages to the distributor road network	Roads serving villages, connecting communities and smaller industrial estates to the distributor network.
7	1	Minor Collector Road	Minor roads serving hamlets with 6 or more properties	Roads providing access to 6 or more properties in both urban and rural areas.
8	1	Minor Access Road	Minor roads serving 5 or fewer properties	Roads providing access to 5 or fewer properties and farms.
9	0	unpaved	Adopted highway that's is unpaved/unmetalled.	Tracks that have not been paved to a recognised standard.

## Footway Hierarchy

DC Network Hierarchy	Annual inspection Frequency	Hierarchy Description	Detailed Description
1	12	Strategic footways	Footways within urban areas that contain 10 or more shops or businesses in close proximity. Footways that are contiguous with significant supportive community infrastructure i.e. hospitals, schools, and major transport terminals.
2	4	Distribution footways	Footways linked to network sections that contain additional contiguous category 1 footways or footways that are contiguous to areas of 5 or more shops or businesses in close proximity.
3	2	Secondary distribution/ busy local access footways	Local pedestrian routes within urban areas; and main pedestrian routes in rural and sub-urban areas with adjoining public amenity infrastructure e.g post office, village shop etc
4	1	Local access footways	Footways providing primary access to groups of 10 or more properties
5	0	Adopted highway that's is unpaved/ unmetalled.	Footways that have not been paved to a recognised standard.

## Cycleway hierarchy

DC Network Hierarchy	Annual inspection Frequency	Hierarchy Description	Detailed Description
1	Inspected as part of associated Asset	Cycle lane	A part of the carriageway allocated for use by cyclists. Includes areas delineated by a kerb line or other physical feature.
2	Inspected as part of associated Asset	Cycle lane	A part of the carriageway allocated for use by cyclists. Includes areas delineated by road markings or by delineation on the surface.
3	Inspected as part of associated Asset	Cycle track	A track over which the public have a right of way on pedal cycles that does not form part of a carriageway, but which can be within a highway that includes carriageway. This would include shared footway/ cycleway provision with or without segregation.
4	1	Remote Cycle track	Cycleways and shared pedestrian/ cycleways that are not contiguous with the carriageway. Those that go across open land or through parkland.
5	0	Adopted highway that's is unpaved/ unmetalled.	Cycleways that have not been paved to a recognised standard.



## 2.6 Determination of Response Category:

Having identified a defect or hazard, assessed its likely impact and quantified the risk probability (by determining the location of the defect / hazard within DC's network hierarchy), a specific risk matrix can then be used to provide a response category which prescribes the timescale within which the defect / hazard should be made safe or repaired.

The table below provides an example of how the risk matrix for a carriageway pothole will recommend a treatment based on risk.

	<b>Carriageway Hierarchy</b>						
<b>Impact Rating</b>	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

Part 5 of this CoP provides individual risk matrices for each hazard and defect.

There are five response categories for defects & hazards, with associated response times as follows:

<b>CATEGORY</b>	<b>DESCRIPTION</b>	<b>RESPONSE TIME</b>
1E	Emergency	2 Hours
1	Imminent	32 Hours
2a	Scheduled – short term	10 Days
2b	Scheduled- medium term	28 Days
2c	Planned	Not Defined

**Category 1E:** Those Category 1 defects or hazards which are considered to pose a particularly high risk and require emergency response. Extremely hazardous defects or situations, e.g. missing inspection chamber covers, must not be left in an unsafe condition by the attending officer. They should notify the appropriate repairing team and wait until emergency assistance arrives. If appropriate and / or practicable use a vehicle to cover / remove access to the defect ensuring that hazard lights & amber beacons are activated. If a temporary action is undertaken, there must also be a follow up permanent action carried out within a maximum of 28 days from the time that the defect / hazard was first identified.

**Category 1:** Defects & hazards that require prompt attention because they represent an immediate or imminent hazard, or because there is a risk of rapid structural deterioration. Category 1 defects / hazards should be made safe at the time of the inspection, if reasonably practicable. In this context, making safe may constitute displaying warning notices or coning off to protect the public from the defect. If it is not possible to make safe the defect / hazard at the time of inspection then a repair, either temporary or permanent, should be carried out within a period of 32 hours. If a temporary action is undertaken, there must also be a follow up permanent action carried out within a maximum of 28 days from the time that the defect / hazard was first identified.

**Category 2a:** Category 2 defects & hazards are those which, following a risk assessment, are deemed not to represent an immediate or imminent hazard, or risk of short-term structural deterioration. Such hazards & defects may have safety implications, although of a lesser significance than Category 1 defects & hazards but are more likely to have serviceability or sustainability implications. Category 2 defects & hazards are categorised according to the risk probability and its likely impact, and the response time for a Category 2a defect or hazard is a maximum of 10 days. If a temporary action is undertaken, there must also be a follow up permanent action carried out within a maximum of 28 days from the time that the defect / hazard was first identified.

**Category 2b:** This category is used for defects & hazards in less urgent need of repair but nevertheless, where essential maintenance work is required. The maximum period of time for repair to be allocated to this category of defect or hazard is 28 days, and it is foreseeable that efficiencies may be gained from effective co-ordination of defects & hazards requiring a similar treatment, e.g. velocity or infra-red patching.

**Category 2c:** Non- safety defects that could be carried out as part of a proactive maintenance program or improvement works. These will be addressed according to available resources and budgets.

**Temporary repairs:** Temporary repairs should only be used when we are unable to permanently repair the defect at our first visit. Whenever possible a photograph should be taken of the temporary repair to prove that it has been done. This is particularly important when we are using signing and guarding to make an area safe.

### 3. Worked Examples

#### 3.1 Worked Example 1:

**Hazard / Defect Identification:**

A carriageway pothole 350mm wide and 50mm deep has been identified on the I/A3066/144.

**Assess Risk Impact Rating:**

The Investigatory levels for a carriageway pothole are:

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40m Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

Therefore, due to the physical size of the defect, the risk impact rating is assessed as being **High**.

**Assess Risk Probability:**

The I/A3066/144 has a network hierarchy category of **3**. (Note that this can be established using Dorset Explorer, Confirm system or current gazetteer).

**Determine Response Category:**

Using the prescribed individual risk matrix for a carriageway pothole (detailed in Part 5 of this CoP) to cross reference the information determined above:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

Therefore, this defect is classified as requiring a Category 1 response with appropriate action being taken within 32 hours.

### 3.2 Worked Example 2:

**Hazard / Defect Identification:**

A carriageway pothole 350mm wide and 50mm deep has been identified on the I/D92605/105.

**Assess Risk Impact Rating:**

The investigatory levels for a carriageway pothole are:

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40m Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

Therefore, due to the physical size of the defect, the risk impact rating is assessed as being **High**.

**Assess Risk Probability:**

The I/D92605/105 has a network hierarchy category of **7** (Note that this can be established using Dorset Explorer, Confirm system or current gazetteer).

**Determine Response Category:**

Using the prescribed individual risk matrix for a carriageway pothole (detailed in Part 5 of this CoP) to cross reference the information determined above:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

Therefore, this defect is classified as requiring a Category 2b response with appropriate action being taken within 28 days.

### 3.3 Worked Example 3:

**Hazard / Defect Identification:**

A street lighting column with a missing access cover, and exposed wiring has also been identified on the I/D92605/105.

**Assess Risk Impact Rating:**

The investigatory levels for street lighting columns with exposed wiring are:

Impact Rating	Criteria
High	Exposed Wiring/Risk of Electrocution

Therefore, due to the nature of the defect, the risk impact rating is assessed as being **High**.

**Assess Risk Probability:**

The 1200D92605/00105 has a network hierarchy category of **7** (Note that this can be established using Dorset Explorer, Confirm system or current gazetteer).

**Determine Response Category:**

Using the prescribed individual risk matrix for street lighting with exposed wiring (detailed in Part 5 of this CoP) to cross reference the information determined above:

Impact Rating	Network Hierarchy														
	Carriageway							Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4
High	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E

Therefore, this defect is classified as requiring a Category 1E response with appropriate action being taken within 2 hours, and the attending officer should not leave the defect unattended until emergency assistance arrives.

### 3.4 Worked Example 4:

**Hazard / Defect Identification:**

A damaged and rocking gully cover has been identified on the I/C104/450.

**Assess Risk Impact Rating:**

The investigatory levels for broken, damaged, cracked, or corroded covers / gratings are:

Impact Rating	Criteria
High	Severely Damaged or Missing Components
Medium	Damaged and Moving
Low	Damaged but Secure

Therefore, due to the nature of the defect, the risk impact rating is assessed as being **Medium**.

**Assess Risk Probability:**

The I/C104/450 has a network hierarchy category of **5** (Note that this can be established using Dorset Explorer, Confirm system or current gazetteer).

**Determine Response Category:**

Using the prescribed individual risk matrix for broken, damaged, cracked, or corroded covers / gratings (detailed in Part 5 of this CoP) to cross reference the information determined above:

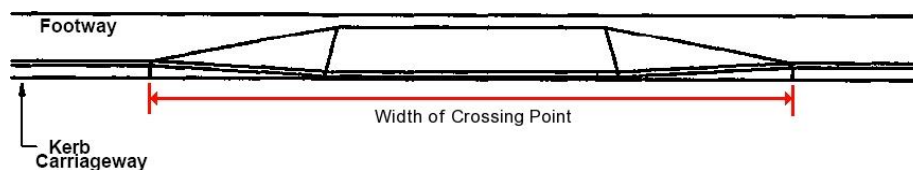
Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

Therefore, this defect is classified as requiring a Category 2a response with appropriate action being taken within 10 days.

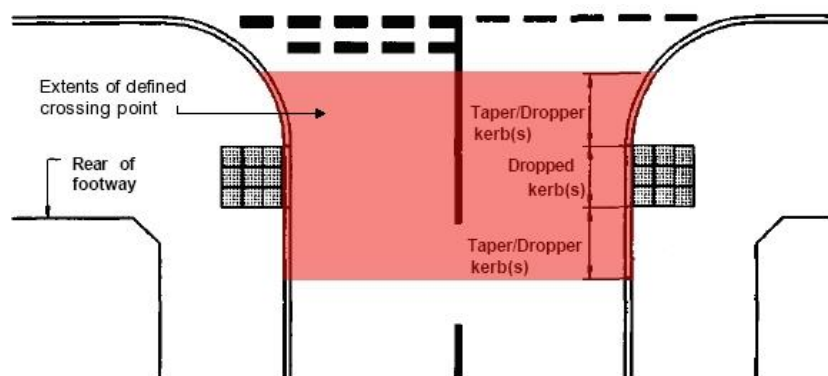
## 4. Specific Requirements for Assessing Hazards & Defects:

### 4.1 Pedestrian Crossing Points:

Carriageways shall be subject to the same investigatory levels as Footways at all defined pedestrian crossing points. Defined pedestrian crossing points can be identified by tapered and dropped kerb units, often accompanied by tactile paving. The width of carriageway subject to footway investigatory levels shall be that width between opposing sets of tapered kerb stones, as illustrated below.



**Width of a Pedestrian Crossing Point**



**Plan View of a Typical Pedestrian Crossing Point**

### 4.2 Cycleways:

Cycleways (as defined in the cycleway hierarchy) shall be subject to the same investigatory levels as footways.

### 4.3 Notification of Defects / Hazards with Category 1 & 1E Response Times:

On the identification of a hazard or defect with an associated response category of 1 or 1E immediate notice shall be given to the appropriate section to afford the maximum time for repair. Unless specified below notice should be issued to Dorset Highways Operations Section. Category 1 defects should be reported to the relevant agent, Category 1E should be raised as a call out enquiry and called through to the Charminster embedded team on 01305 228100 to action.

**Street Lighting:** Notification of street lighting, illuminated sign and illuminated bollard defects shall be reported to Dorset lighting (SSE lighting services) on 0800 0684145.

**Traffic Signals:** Notification of traffic signal defects shall be reported to the Systems and ITS Team on 07713 073977.

**Highway Structures:** Notification of defects relating to highway structures shall be reported to the Highway Structures Team on 01305 225366.

**Utility defects:** To the appropriate utility company for high risk sec 81s (list of numbers in appendix1) or the Traffic team on 01305 221020.

Any Category 1 defects identified after 11.00am on the day before any weekend or public holiday shall be escalated to Category 1E. This is to ensure that the defect is made safe/repared within 32 hours.

#### **4.4 Pothole type defects raised from Public enquires**

To help us to provide a cost effective and robust service to the public we do not separately inspect all types of defect that are reported to us through our public interfaces. To remove unnecessary hand offs, defects are automatically raised from the information given by the public. It is our intention to inspect and repair these defects at one visit however we have increased the minimum repair time from 32 hours to 10 days.

This will still give us an equivilant response time than the original system, when an officer had the agreed ten days to investigate the public enquiry as laid out in our communications strategy, before the works order was raised.

This does not affect defects that are categorised as requiring an immediate response or an enquiry where a member of the public has sustained personal injury or property damage, these defects will continue to be treated as immediate attendance/ call outs.

#### **4.5 Third party damage and enforcement issues**

Due to our responsibility's and duties under the highways act there will be times when the permanent repair of defects that fall into these category's will be carried out by DC. A good example of these are land slips or mud on the road that we remove to ensure that the highway is safe and available to use in a reasonable time scale.

When this happens, and it is possible the cost should be recovered from the responsible party.

#### **4.6 Signs**

Due to the complexity and location of some signs it would be impracticable and unnecessary to replace signs in the time scales given. These should be adhered to in relation to the time allowed to react to any immediate safety hazard, e.g. a sign leaning into the road or one that could fall ~~in-to~~into the footway but are only given as a guide in relation to replacement.

We will replace the sign, if required as soon as reasonably practical. There will be times that the sign will not need replacement under the new traffic signs and general directions regulations, and this should be checked before completing the work.



#### 4.7 Variation from Defect Category Response Times

Inspectors can vary from defect category if they feel that there is a reason to repair a defect in a shorter or longer time scale.

Some of the reasons they may wish to do this are:

Proximity of a defect to a fixed feature (walls hedges, pedestrian guard rails etc) defects located within 150mm of the fixed feature can be raised as a 2b defect in all cases, as the risk to users is greatly reduced.

Inspectors may decrease response times (e.g. 2B to a 2A) where they feel that an unusually high risk is present.

Equally the response times can be increased if it is felt that the risk is unusually low due to the position of the defect.

Whenever the suggested defect time is moved away from, **the reasoning for it must be recorded in the defect notes**. This is to ensure that a record of this decision is recorded to help with any future claims that arise in that area.

#### 4.8 Design or historic features

Some highways have been dedicated and adopted with historic features that would not be acceptable in a current highway design. This might include steps, ramps, slopes, and drainage arrangements that present potential hazard situations worse than the investigatory levels suggested in this document. These should not be recorded as defects, as the highway has been adopted with these encumbrances and the public must take appropriate care.

This would also include features such as stone sets or stone paving that is by its nature irregular in construction and should be treated consistently with the character of the area. Any defects untypical of the construction and design meeting investigatory level in such a location will be raised.

#### 4.9 Trees, roots, and vegetation

There are several defects within the COP that cover immediate issues that will be reported by the inspectors. Beyond this there are situations that will be seen by highway inspectors that should be reported to the council's arboriculture team for further investigation.

Examples of this are:

Excavations next to a tree.

Large areas of clear felling leaving a tree more exposed to the wind.

Anything that could potentially cause damage to trees or any trees that you feel could cause an issue outside of the defects within the COP should be reported to the arboriculture team for more in-depth investigation.

This action should be taken on highway trees or private trees that could affect the highway. Any information about private trees that are found to be defective will be passed back to the community team for enforcement.

As much information as possible along with details of the location and pictures should be sent to the arboriculture team e-mail address.

[Arboriculture@dorsetcouncil.gov.uk](mailto:Arboriculture@dorsetcouncil.gov.uk)

Regular training will be provided to the inspectors by the arboriculture team to enable them to recognise the most easily identified issue that could affect trees.

This will not replace the regular more detailed inspections that are carried out by the arboriculture team.

Defects caused by tree and vegetation roots are difficult to deal with in a permanent lasting manner. The environment, requirements of the trees and surface regularity need to be balanced.

The following statement is made in the national guidance (roads liaisons group, well managed highway infrastructure).

“Extensive root growth from larger trees can cause significant damage to the surface of footways, particularly in urban areas. A risk assessment should therefore be undertaken with specialist arboriculture advice on the most appropriate course of action, if possible, to avoid harm to the tree. In these circumstances, it may be difficult for authorities to reconcile their responsibilities for surface regularity, with wider environmental considerations and a reduced level of regularity may be acceptable.”

Taking this into consideration defect caused by roots should be risk assessed and local conditions taken into consideration. This should include likely speeds of vehicles in the area and the type of user likely to be affected. Investigatory level defects that are likely to affect pedestrians or cyclists will need careful examination and, in most cases, should be repaired.

Before repairing areas damaged by roots, advice from the arboriculture team should be obtained as to what can be done with the roots causing the problem so wherever possible a lasting repair can be carried out.

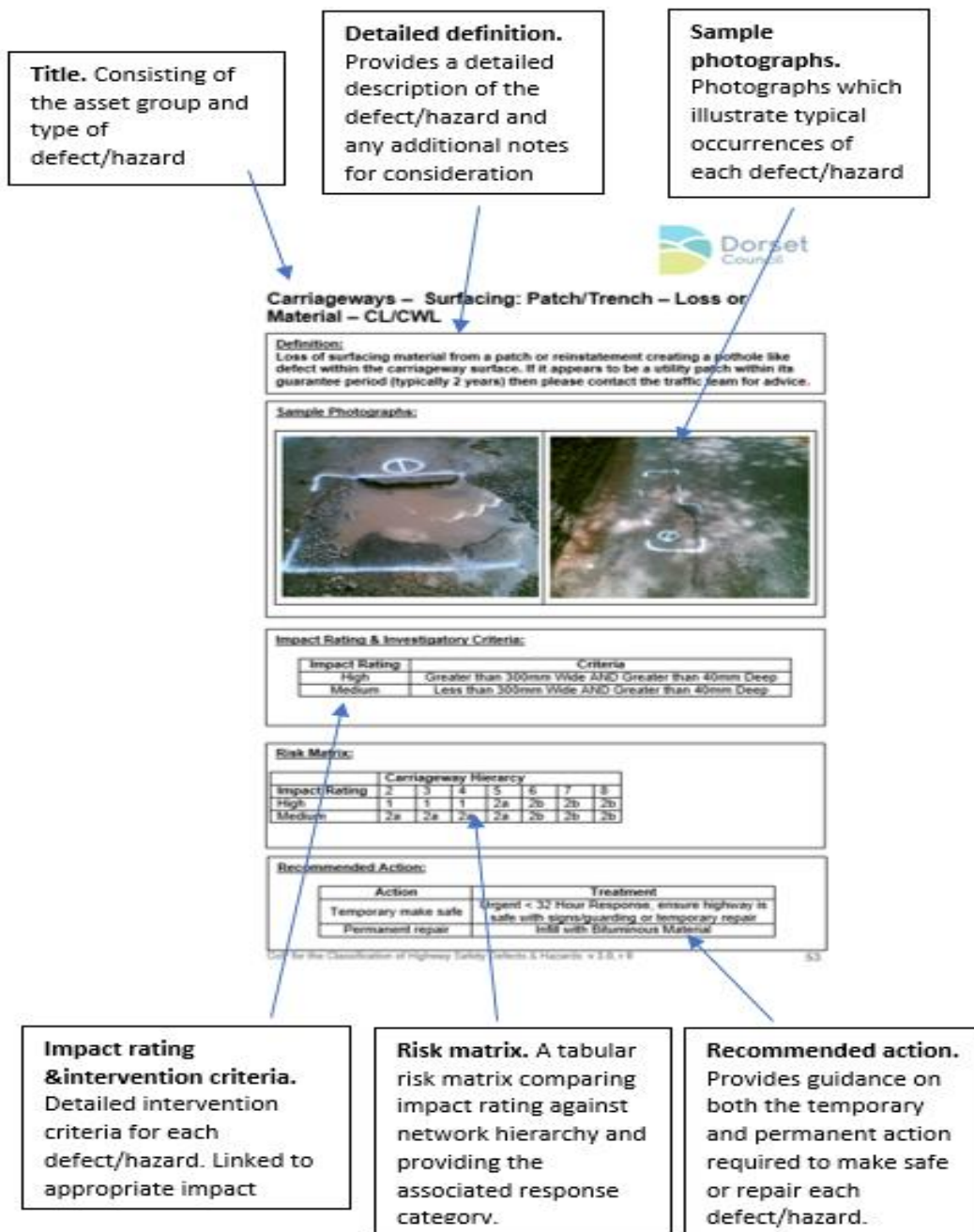
If any investigatory level defects caused by tree roots are not to be repaired, **then notes must be made in the confirm system** detailing the reason and mitigation that has been put in place.

## 5.0 Unpaved Highway

Unpaved or unmetalled highways (hierarchy 9 carriageways, 5 footways, 5 cycleways) are not routinely inspected. We will react to customer demand and investigate issue when they are brought to our attention. The condition and any repair made to them will relate to the expected usage and the historical condition of the surface. When assessing defects normal investigatory limits cannot be used due to the nature of the surface material.

## 5. Detailed Hazard & Defect Definitions:

- 5.1. This section of the CoP contains detailed information for each defect & hazard including a detailed definition, sample photographs, risk impact rating & associated investigatory criteria, individual risk matrices and recommended actions.



## Carriageways – Bollard: Damaged - BLDG

**Definition:**

A non-illuminated bollard which is damaged and/or unstable and poses an immediate hazard to highway users.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

	Carriageway Hierarchy						
Impact Rating	2	3	4	5	6	7	8
High	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response/make safe utilising suitable signs/guarding
Permanent repair	Repair, Replace or remove if no longer needed

## Carriageways – Bollard: Missing - BLMS

**Definition:**

A non-illuminated bollard which is missing and presents an immediate hazard to highway users.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

	Carriageway Hierarchy						
Impact Rating	2	3	4	5	6	7	8
High	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, make safe using suitable signs/guarding
Permanent repair	Repair / Replace or remove if no longer needed

## Carriageways – Cover / Grating: Broken, Damaged, Cracked or Corroded - MCD

### Definition:

Any cover, grating, frame, or box in the carriageway which is broken, damaged, cracked or significantly corroded. Where it is clear that the cover is the responsibility of a Statutory Undertaker (e.g. gas, water or telecoms) and NOT the Councils the defect should be recorded using the defect option: Carriageways – Utility Cover: Broken, Damaged, Cracked or Corroded.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Severely Damaged or Missing Components
Medium	Damaged and Moving
Low	Damaged but Secure

### Risk Matrix:

	Carriageway Hierarchy						
Impact Rating	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, make safe using suitable signs/guarding
Permanent repair	Replace, repair Cover / Gully Grating

## Carriageways – Cover / Grating: Difference in Level - MCLV

### Definition:

Inspection chamber covers, gully gratings and other ironwork causing a step-in level to the surrounding carriageway surface. Where it is clear that the cover is the responsibility of a Statutory Undertaker (e.g. gas, water, or telecoms) and NOT the Councils the defect should be recorded using the defect option: Carriageways – Utility Cover: Difference in Level.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent <32 Hour Response, make safe using suitable signs/guarding
Permanent repair	Adjust Level of Cover / Grating

## Carriageways – Cover / Grating: Missing - MCS

### Definition:

A missing inspection chamber cover, gully grating or other ironwork anywhere within the carriageway. Where it is clear that the cover is the responsibility of a Statutory Undertaker (e.g. gas, water, or telecoms) and NOT the Councils the defect should be recorded using the defect option: Carriageways – Utility Cover: Missing.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Cover Greater than 150mm Wide or Long
Low	Cover Less than 150mm Wide or Long

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1E	1E	1E	1E	1E	1E	1E
Medium	-	-	-	-	-	-	-
Low	2b	2b	2b	2b	2b	2b	2b

### Recommended Action:

Action	Treatment
Temporary make safe	Emergency Callout < 2 Hour Response, make safe with suitable signs/guarding
Permanent repair	Replace Cover / Grating



## Carriageways – Cover / Grating: Parallel Gully Grating - GUPG

**Definition:**

Where a gully grating has been installed with the drainage slots running parallel to the direction of vehicular traffic.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Parallel Gully Grating

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b
Low	-	-	-	-	-	-	-

**Recommended Action:**

Action	Treatment
Permanent repair	Replace Cover / Gully Grating

## Carriageways – Cover / Grating: Significantly Worn / Smooth Cover - MCSM

### Definition:

Significantly worn or smooth covers which pose a potential skidding / slipping hazard to highway users, e.g. cyclists or motorcycles. Where it is clear that the cover is the responsibility of a Statutory Undertaker (e.g. gas, water or telecoms) and NOT the Councils the defect should be recorded using the defect option: ‘Carriageways – Utility Cover: Significantly Worn / Smooth Cover’.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
Medium	Greater than 75% Worn/Smooth

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b
Low	-	-	-	-	-	-	-

### Recommended Action:

Action	Treatment
Permanent repair	Replace Cover

## Carriageways – Utility Cover: Broken, Damaged, Cracked or Corroded – Sec 81

### Definition:

Any cover, grating, frame, or box in the carriageway which is broken, damaged, cracked or significantly corroded, and where it is clear that the cover is responsibility of a Statutory Undertaker.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Severely Damaged or Missing Components
Medium	Damaged and Moving

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe and inform utility company/raise sec81
Permanent repair	Inform utility company/raise sec81 notice

## Carriageways –Utility Cover: Difference in Level – Sec 81

### Definition:

Inspection chamber covers and other ironwork, which are clearly the responsibility of a Statutory Undertaker, causing a step-in level to the surrounding carriageway surface.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 40mm Difference in Level

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe and inform utility company/raise sec81
Permanent repair	Inform utility company/raise sec81 notice

## Carriageways – Utility Cover: Missing – Sec 81

### Definition:

A missing Inspection chamber cover, gully grating or other ironwork anywhere within the carriageway, which is clearly the responsibility of a Statutory Undertaker.

### Sample Photograph:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Cover Greater than 150mm Wide or Long
Low	Cover Less than 150mm Wide or Long

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1E	1E	1E	1E	1E	1E	1E
Medium	-	-	-	-	-	-	-
Low	2b	2b	2b	2b	2b	2b	2b

### Recommended Action:

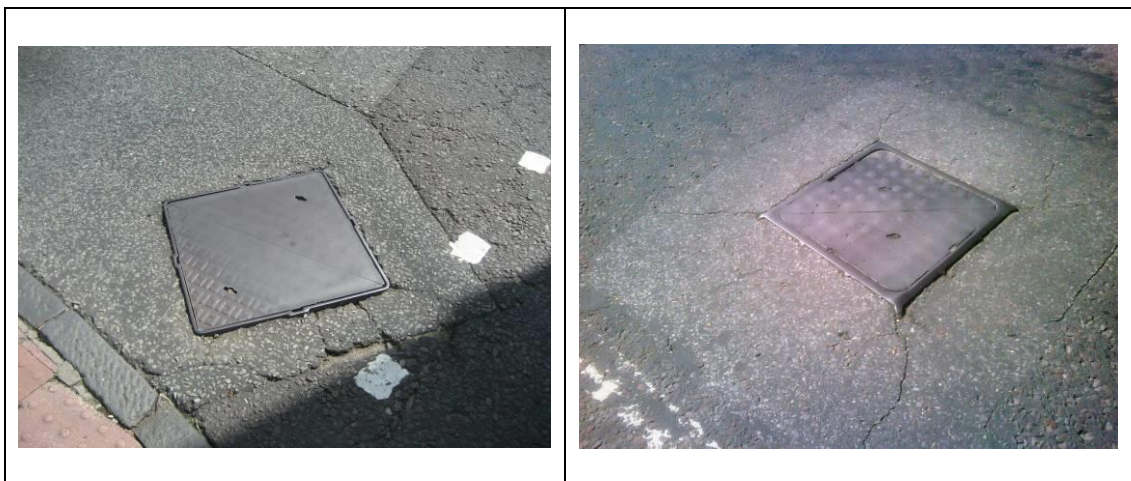
Action	Treatment
Temporary make safe	<b>High Impact</b> – Emergency Callout < 2 Hour Response ensure highway is safe and inform utility company/raise sec81
Permanent repair	Inform utility company/raise sec81 notice

## Carriageways – Utility Cover: Significantly Worn / Smooth Cover – Sec 81

**Definition:**

Significantly worn or smooth covers which pose a potential skidding / slipping hazard to highway users, e.g. cyclists or motorcycles, where it is clear that the cover is the responsibility of a Statutory Undertaker (e.g. gas, water, or telecoms) and NOT the Councils.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Greater than 75% Worn/Smooth

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Inform utility company/raise sec81 notice

## Carriageways – Gully: Blocked - GUBL

**Definition:**

Where a gully chamber is partially or full of detritus and/or other material to a point where the outlet is >75% blocked and likely to cause flooding on the carriageway.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Greater than 75% Blocked

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Empty Gully

## Carriageways – Hedge / Tree: Overgrown Vegetation – HDO

**Definition:**

Where any hedge, tree or other vegetation obscures the carriageway to such an extent that it poses a significant hazard to the highway user.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 50% of the Carriageway Width Covered AND Causing a Significant Hazard
Medium	Causing Vehicles to Significantly Divert their Path

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	1	1	1	1
Medium	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure that the highway is safe utilising signs/guarding where required
Permanent repair	Enforcement Issue – Investigation Required



## Carriageways – Miscellaneous: Damaged Caused by Identifiable Third Party -

### Definition:

Where the carriageway has been damaged to an extent that poses a hazard to the highway user and the cause of the damage has been / can be established.

### Sample Photograph:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure that the highway is safe utilising signs/guarding where required
Permanent repair	Enforcement Issue – Investigation Required

## Carriageways – Miscellaneous: Dangerous Obstruction - CWOB

**Definition:**

An obstruction in the carriageway which poses an immediate hazard to the highway user, e.g. a fallen tree or collapsed embankment.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

	Carriageway Hierarchy						
Impact Rating	2	3	4	5	6	7	8
High	1E	1E	1E	1E	1E	1E	1E

**Recommended Action:**

Action	Treatment
Temporary make safe	Emergency Callout < 2 Hour Response, ensure that the highway is safe utilising signs/guarding where required
Permanent repair	Enforcement Issue – Investigation required

## Carriageways – Miscellaneous: Excessive Mud, Debris, Detritus & Slippery Fluids - CWSS

**Definition:**

Mud, debris, detritus, or other slippery fluid of such a considerable amount as to cause a significant hazard to the highway user. Where there is a clearly identifiable source (e.g. a nearby farm) the defect should be recorded using the defect option: 'Carriageway – Excessive Mud, Debris, Detritus & Slippery Fluids – Identifiable Source' otherwise use the 'Unknown Source' defect option.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 50% of the Carriageway Width Covered AND Causing a Significant Hazard

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1E	1E	1E	1E	1E	1E	1E

**Recommended Action:**

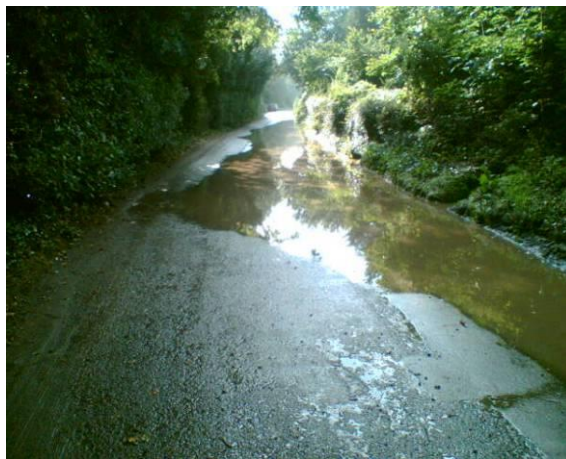
Action	Treatment
Temporary make safe	Emergency Callout < 2 Hour Response, Erect 'SLIPPERY SURFACE' Warning Signs
Permanent repair	Enforcement Issue – Investigation required where identifiable/ sweep or cleanse where not identifiable

## Carriageways – Miscellaneous: Flooding/Standing Water Carriageway – Miscellaneous: Flooding/Standing Water - CWFL

**Definition:**

Flooding or standing water of such a considerable amount as to cause a significant hazard to the highway user.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 50% of the Carriageway Width Covered

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1E	1E	1E	1E	1E	1E	1E

**Recommended Action:**

Action	Treatment
Temporary make safe	Emergency Callout < 2 Hour Response, Erect 'FLOOD' Warning Signs
Permanent repair	Clear Flood if Possible

## Carriageways – Miscellaneous: Offensive Graffiti - GWGR

**Definition:**

Graffiti which could be considered as being offensive written, drawn or painted upon the carriageway surface.

**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Offensive Graffiti

**Risk Matrix:**

	Carriageway Hierarchy						
Impact Rating	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Remove Graffiti

## Carriageways – Miscellaneous: Private Property in an Unsafe Condition - CWPP

**Definition:**

Where private property adjoining the highway is in an unsafe condition and poses an immediate hazard to the highway user, e.g. a destabilised private boundary wall in danger of collapsing into the highway.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

	Carriageway Hierarchy						
Impact Rating	2	3	4	5	6	7	8
High	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure that the highway is safe utilising signs/guarding where required
Permanent repair	Enforcement Issue – Investigation Required

## Carriageways – Miscellaneous: Road Studs / Cats Eyes – Loose / Rocking Casing - RSLD

### Definition:

Where the metal casing of a road stud / cats' eye is loose and/or rocking to such an extent that it may be dislodged by vehicular traffic.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Posing an immediate hazard

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	1	1	1	1

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure that the highway is safe utilising signs/guarding where required or temporary repair
Permanent repair	Repair carriageway/ Replace Road Stud

## Carriageways – Miscellaneous: Unguarded Excavation - CWEX

**Definition:**

An unattended excavation in the carriageway which is not sufficiently guarded and signed. For detailed guidance on appropriate signing & guarding see the Department for Transport's 'Safety at Street and Road Works' (2013).

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1E	1E	1E	1E	1E	1E	1E

**Recommended Action:**

Action	Treatment
Temporary make safe	Emergency Callout < 2-hour Response, contact traffic team
Permanent repair	Enforcement Issue – Investigation Required



## Carriageways – Road Markings: Junction Markings Missing - JMMS

**Definition:**

Where the whole road marking system comprising a standard STOP or GIVE WAY junction is missing.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	More than 75% of Junction Marking System Missing

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	2a	2a	2a	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Renew Road Markings

## Carriageways – Road Markings: Significantly Worn Continuous Double White Centre Lines - WLMS

**Definition:**

Double white centre line to the Traffic Signs Regulations and General Directions (2002) diagram number 1013.1 A, where any one line has been significantly worn away and is not clearly visible.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Greater than 75% of Any One Line Missing for a Length of 18m or More

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	2a	2a	2a	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Renew Road Markings

## Carriageways – Surfacing: Carriageway Collapse - CWCO

### Definition:

An unguarded area of the carriageway which has become significantly depressed or where substrata has been washed away creating a visible void underneath the carriageway surface course, and which poses an immediate hazard to highway users.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Posing an Immediate Hazard

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1E	1E	1E	1E	1E	1E	1E

### Recommended Action:

Action	Treatment
Temporary make safe	Emergency Callout < 2 Hour Response, ensure the highway is safe with signs/guarding or temporary repair
Permanent repair	Possible Enforcement Issue – Investigatory excavation required to find problem

## Carriageways – Surfacing: Concrete Carriageway – Miscellaneous Surface Defects - CWM

**Definition:**

Miscellaneous defects in the surface of a concrete carriageway, such as spalling, popouts or potholes.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Cement Based Material

## Carriageways – Surfacing: Concrete Carriageway - Missing Joint Seals - CWJS

**Definition:**

Where the joint seal between two elements of a concrete carriageway has significantly deteriorated.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Low	Greater than 50% of the Joint Seal Missing

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	-	-	-	-	-	-	-
Low	2 <del>b</del> b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Replace Joint Seal

## Carriageways – Surfacing: Concrete Carriageway - Vertical Projection - CWST

**Definition:**

Vertical projection caused by a step-in level between adjoining elements of a concrete carriageway.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Re-Profile Carriageway

## Carriageways – Surfacing: Localised Edge Deterioration - CWE

**Definition:**

Localised breaking away or erosion at the edge of an unrestrained road surface.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 100mm Deep AND Greater than 300mm Long AND Protruding into Carriageway more than 250mm
Medium	Greater than 100mm Deep AND Protruding into Carriageway more than 250mm
Low	Greater than 100mm Deep AND Protruding into Carriageway more than 150mm

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material

## Carriageways – Surfacing: Loss of Material around Ironwork - CWI

**Definition:**

Loss of carriageway surface material adjoining ironwork, such as inspection chamber covers or gully gratings, leaving a pothole like defect.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material



## Carriageways – Surfacing: Modular Paving Unit - Loose / Rocking - CWPR

### Definition:

Where a modular paving unit, e.g. channel block, flag stone or paviour, is moving or rocking and creating a vertical difference in level with the adjoining carriageway surface.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

### Recommended Action:

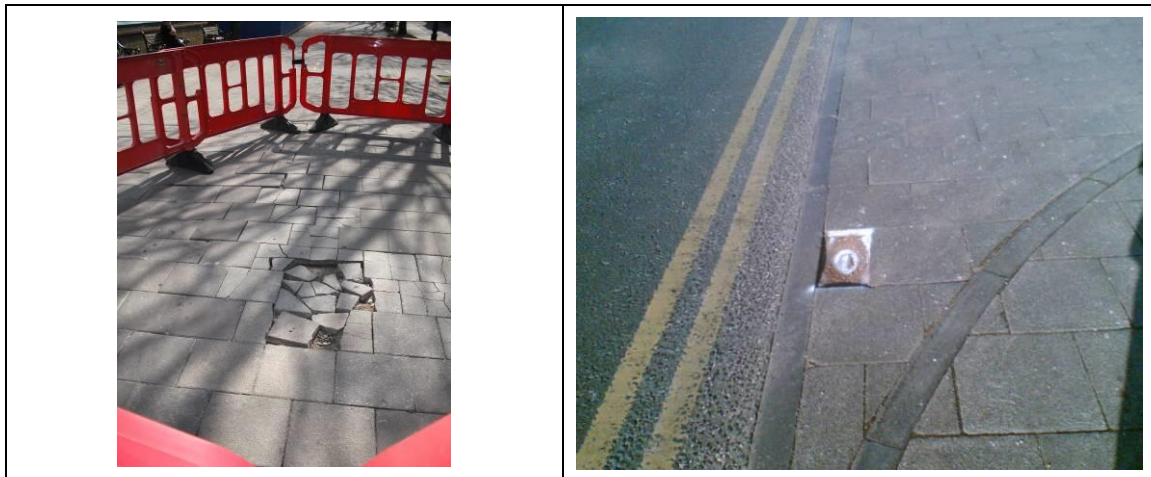
Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Relay Paving unit

## Carriageways – Surfacing: Modular Paving Unit - Missing - CPM

### Definition:

A missing modular paving unit, e.g. channel block, flag stone or paviour, anywhere within the carriageway

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40m Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Replace Paving Unit or infill with bitchemous material

## Carriageways – Surfacing: Modular Paving Unit – Out of Vertical Alignment - CWPR

**Definition:**

Any modular paving unit, e.g. channel block, flag stone or paviour, creating a vertical difference in level with the adjoining carriageway surface.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Relay Paving Unit

## Carriageways – Surfacing: Patch/Trench – Difference in Level with Carriageway - CWDL

### Definition:

Where the surface height of a patch or reinstatement creates a vertical difference in level with the adjoining carriageway surface. If it appears to be a utility patch within its guarantee period (typically 2 years) then please contact the traffic team for advice.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material

## Carriageways – Surfacing: Patch/Trench – Loss or Material – CL/CWL

### Definition:

Loss of surfacing material from a patch or reinstatement creating a pothole like defect within the carriageway surface. If it appears to be a utility patch within its guarantee period (typically 2 years) then please contact the traffic team for advice.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material

## Carriageways – Surfacing: Pothole – CP/CWP

### Definition:

Loss of material from the carriageway surface creating a pothole, sharp edged depression, or void.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

### Risk Matrix:

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

### Recommended Action:

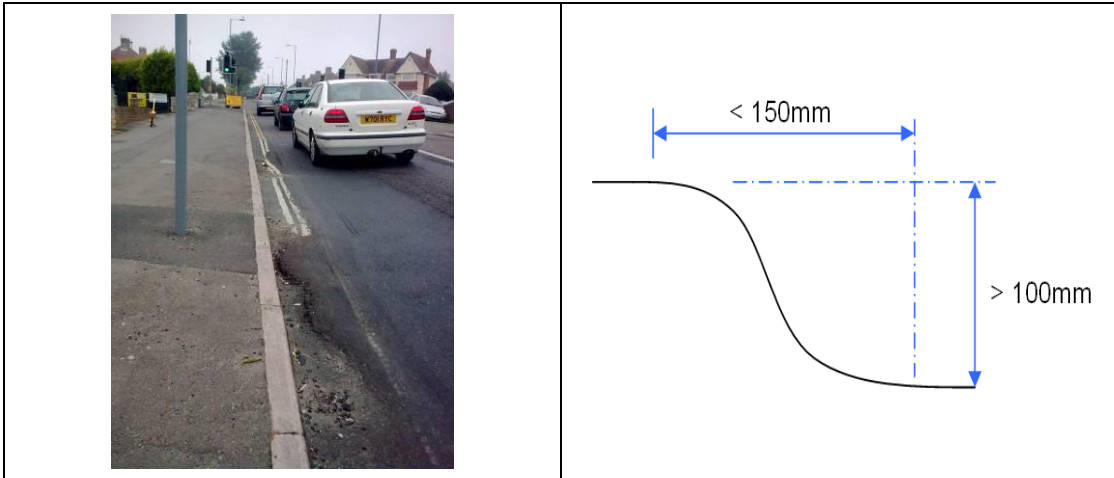
Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material

## Carriageways – Surfacing: Rapid Change in Carriageway Profile (e.g. Heave or subsidence) -CWRC

**Definition:**

A rapid change in the surface profile of the carriageway creating a hump or depression with a difference in vertical level greater than 100mm over a length of less than 150mm

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	A Difference in Vertical Level of Greater than 100mm over a Length of 150mm or Less

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Re-Profile Carriageway

## Carriageways – Surfacing: Surface Course Fretting – CB/CWB

**Definition:**

The loss of stone and/or chippings from a bituminous carriageway surface course.

**Sample Photographs:**



**Impact Rating & Dimensional Criteria:**

Impact Rating	Criteria
High	Greater than 300mm Wide AND Greater than 40mm Deep
Medium	Less than 300mm Wide AND Greater than 40mm Deep
Low	Greater than 300mm Wide AND Greater than 20mm Deep

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b
Medium	2a	2a	2a	2a	2b	2b	2b
Low	2c	2c	2c	2c	2c	2c	2c

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material



## Footways/ Cycleways - Bollard: Damaged - BLDG

**Definition:**

A non-illuminated bollard which is damaged and/or unstable and poses an immediate hazard to highway users.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Repair / Replace/ Remove if no longer needed Damaged Bollard

## Footways/ Cycleways –Bollard: Missing - BLMS

**Definition:**

A non-illuminated bollard which is missing and presents an immediate hazard to highway users.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Repair / Replace / remove if no longer needed Missing Bollard

## Footways/ Cycleways – Cover / Grating: Broken, Damaged, Cracked or corroded - MFD

### Definition:

Any cover, grating, frame, or box in the footway which is broken, damaged, cracked or has a corroded cover or grating. Where it is clear that the cover is the responsibility of a Statutory Undertaker (e.g. gas, water or telecoms) and NOT the Councils the defect should be recorded using the defect option: Footways – Utility Cover: Broken, Damaged, Cracked or Corroded.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Severely Damages or Missing Components
Medium	Damaged and Moving
Low	Damaged but Secure

### Risk Matrix:

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	1	1	1	1	1	1
Medium	1	1	2a	2b	1	1	*	*
low	2c	2c	2c	2c	2c	2c	2c	2c

\* defect as associated footway hierarchy

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Replace Cover/Gully Grating

## Footways/ Cycleways – Cover / Grating: Difference in Level - MFLV

### Definition:

Inspection chamber covers, gully gratings and other ironwork causing a step-in level to the surrounding footway surface. Where it is clear that the cover is the responsibility of a Statutory Undertaker (e.g. gas, water, or telecoms) and NOT the Councils the defect should be recorded using the defect option: Footways – Utility Cover: Difference in Level.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

### Risk Matrix:

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Adjust Level of Cover / Grating

## Footways/ Cycleways – Cover / Grating: Missing - MFSH

### Definition:

A missing cover or gully grating anywhere within the footway. Where it is clear that the cover is the responsibility of a Statutory Undertaker (e.g. gas, water, or telecoms) and NOT the Councils the defect should be recorded using the defect option: Footways – Utility Cover: Missing.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Missing Component

### Risk Matrix:

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1E	1E	1E	1E	1E	1E	1E	1E

### Recommended Action:

Action	Treatment
Temporary make safe	Emergency Callout < 2 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Replace Cover / Gully Grating

## Footways/ Cycleways – Cover / Grating: Parallel Gully Grating - GUPG

**Definition:**

Where a gully grating has been installed with the drainage slots running parallel to the direction of vehicular traffic.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Parallel Gully Grating

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	-	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Replace Cover / Gully Grating

## Footways/ Cycleways – Cover / Grating: Significantly Worn / Smooth Cover- MFSM

**Definition:**

Worn or smooth covers which pose a potential skidding / slipping hazard to highway users. Where it is clear that the cover is the responsibility of a Statutory Undertaker (e.g. gas, water, or telecoms) and NOT the Councils the defect should be recorded using the defect option: Footways – Utility Cover: Significantly Worn/Smooth Cover.

**Sample Photograph:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Greater than 75% Worn/Smooth

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	-	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Replace Cover / Gully Grating

## Footways/ Cycleways–Utility Cover: Broken, Damaged, Cracked or Corroded – Sec 81

### Definition:

Any cover, grating, frame, or box in the footway which is broken, damaged, cracked or has a corroded cover or grating, and where it is clear that the cover is responsibility of a Statutory Undertaker.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Severely Damages or Missing Components
Medium	Damaged and Moving
Low	Damaged but Secure

### Risk Matrix:

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	1	1	1	1	1	1
Medium	1	1	2a	2b	1	1	*	*
low	2c	2c	2c	2c	2c	2c	2c	2c

\* defect as associated footway hierarchy

### Recommended Action:

Action	Treatment
Temporary make safe	<b>High Impact</b> – Emergency Callout < 2 Hour Response ensure highway is safe and inform utility company/raise sec81
Permanent repair	Inform utility company/raise sec81 notice



## Footways/ Cycleways – Utility Cover: Difference in Level – Sec 81

### Definition:

Inspection chamber covers, gully gratings and other ironwork, which are clearly the responsibility of a Statutory Undertaker, causing a step-in level to the surrounding footway surface.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

### Risk Matrix:

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

### Recommended Action:

Action	Treatment
Temporary make safe	<b>High Impact</b> – Emergency Callout < 2 Hour Response ensure highway is safe and inform utility company/raise sec81
Permanent repair	Inform utility company/raise sec81 notice

## Footways/ Cycleways – Utility Cover: Missing – Sec 81

**Definition:**

A missing cover or gully grating anywhere within the footway, which is clearly the responsibility of a Statutory Undertaker.

**Sample Photograph:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Missing Component

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1E	1E	1E	1E	1E	1E	1E	1E

**Recommended Action:**

Action	Treatment
Temporary make safe	<b>High Impact</b> – Emergency Callout < 2 Hour Response ensure highway is safe and inform utility company/raise sec81
Permanent repair	Inform utility company/raise sec81 notice

## Footways/ Cycleways – Utility Cover: Significantly Worn / Smooth Cover – Sec 81

**Definition:**

Worn or smooth covers which pose a potential skidding / slipping hazard to highway users. Where it is clear that the cover is the responsibility of a Statutory Undertaker (e.g. gas, water or telecoms) and NOT the Councils the defect should be recorded using the defect option: 'Footways & Cycle-Ways – Utility Cover: Badly Worn/Smooth Cover'.

**Sample Photograph:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Greater than 75% Worn/Smooth

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	-	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Inform utility company/raise sec81 notice

## Footways/ Cycleways – Gully: Blocked - CHIF

### Definition:

A gully that is clearing water from the footway and stopping the footway from flooding that is partially full of detritus and/or other material to a point where the outlet is 75% blocked. The clearing of slot drains/channels across footways that take predominantly private water are the property owners' responsibility.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
Medium	Greater than 75% Blocked

### Risk Matrix:

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	-	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b	2b

### Recommended Action:

Action	Treatment
Permanent repair	Empty Gully

## Footways/ Cycleways – Hedge / Tree: Overgrown Vegetation – HF0

**Definition:**

Where any hedge, tree or other vegetation obscures the footway to such an extent that it poses a significant hazard to the highway user.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Causing Pedestrians to Divert into Carriageway
Medium	Causing Pedestrians to Significantly Divert Their Path

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*
Medium	2b	2b	2b	<u>2b</u>	2b	2b	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or cut back.
Permanent repair	Enforcement Issue – Investigation Required

## Footways/ Cycleways –Miscellaneous: Damaged Caused by Identifiable Third Party

### Definition:

Where the footway has been damaged to an extent that poses a hazard to the highway user and the cause of the damage has been / can be established.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

### Risk Matrix:

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Enforcement Issue – Investigation Required

## Footways/ Cycleways – Miscellaneous: Dangerous Obstruction - FWOB

**Definition:**

An obstruction in the footway which poses an immediate hazard to the highway user, e.g. a fallen tree or collapsed embankment.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	1	1	1	1	1	1

**Recommended Action:**

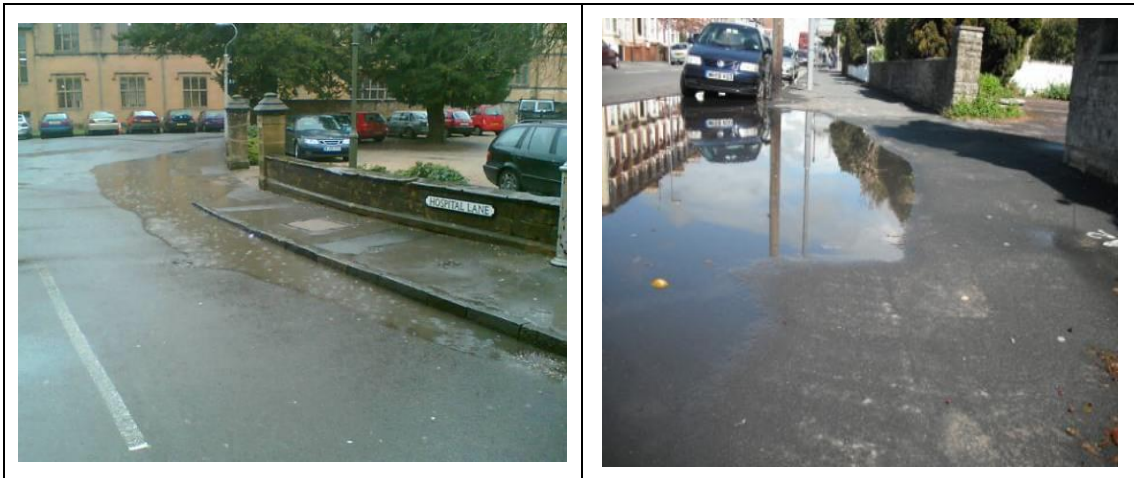
Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Enforcement Issue – Investigation Required

## Footways/ Cycleways – Miscellaneous: Flooding / Standing Water - FWF

**Definition:**

Flooding or standing water of such a considerable amount as to cause a significant hazard to the highway user.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Causing Pedestrians to Divert into Carriageway
Medium	Causing Pedestrians to Significantly Divert their Path

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*
Medium	2b	2b	2b	<u>2b</u>	2b	2b	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, Erect 'FLOOD' warning signs and relevant signs/guarding.
Permanent repair	Clear Flood if Possible



## Footways/ Cycleways – Miscellaneous: Offensive Graffiti - FWGR

**Definition:**

Graffiti which could be considered as being offensive written, drawn or painted upon the footway/cycle-way surface or other highway asset.

**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Offensive Graffiti

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	-	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Remove Graffiti

## Footways/ Cycleways – Miscellaneous: Private Property in an Unsafe Condition - FWPP

**Definition:**

Where private property adjoining the highway is in an unsafe condition and poses an immediate hazard to the highway user, e.g. a destabilised private boundary wall in danger of collapsing into the footway.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure that highway is safe using signs/guarding
Permanent repair	Enforcement Issue – Investigation Required

## Footways/ Cycleways – Miscellaneous: Unguarded Excavation - FWEX

### Definition:

An unattended excavation in the footway which is not sufficiently guarded and signed. For detailed guidance on appropriate signing & guarding see the Department for Transport's 'Safety at Street and Road Works' (2013).

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Posing an Immediate Hazard

### Risk Matrix:

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1E	1E	1E	1E	1E	1E	1E	1E

### Recommended Action:

Action	Treatment
Temporary make safe	Emergency Callout < 2-hour Response, contact traffic team
Permanent repair	Enforcement Issue – Investigation Required

## Footways/ Cycleways – Surfacing: Cracking and OpenSurface Joints - FWCK

**Definition:**

A crack or open joint in a bituminous footway surface.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 40mm Wide AND Greater than 20mm Deep

**Risk Matrix:**

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material

## Footways/ Cycleways –Surfacing: Modular Paving Unit – Missing - FWMP

**Definition:**

A missing modular paving unit, e.g. channel block, flag stone or paviour, anywhere within the footway.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material

## Footways/ Cycleways – Surfacing: Modular Paving Unit – Loose /Rocking - FWMP

### Definition:

Where a modular paving unit, e.g. channel block, flag stone or paviour, is moving or rocking and creating a vertical difference in level with the adjoining footway surface.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

### Risk Matrix:

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Relay paving unit

## Footways/ Cycleways –Surfacing: Modular Paving Unit – Out of Vertical Alignment- FWMP

### Definition:

Any modular paving unit, e.g. channel block, flag stone or paviour, creating a vertical difference in level with the adjoining footway surface.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

### Risk Matrix:

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Relay paving unit

## Footways/ Cycleways – Surfacing: Patch/Trench – Difference in Level with Footway - FWP

### Definition:

Where the surface height of a patch or reinstatement creates a vertical difference in level with the adjoining footway surface. If it appears to be a utility patch within its guarantee period (typically 2 years) then please contact the traffic team for advice.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

### Risk Matrix:

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material



## Footways/ Cycleways – Surfacing: Patch/Trench– Loss of Material - FWP

### Definition:

Loss of surfacing material from a patch or reinstatement creating a pothole like defect within the footway surface. If it appears to be a utility patch within its guarantee period (typically 2 years) then please contact the traffic team for advice.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

### Risk Matrix:

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material

## Footways/ Cycleways – Surfacing: Pothole - FWPO

### Definition:

Loss of material from the footway surface creating a pothole, sharp edged depression, or void.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

### Risk Matrix:

	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

### Recommended Action:

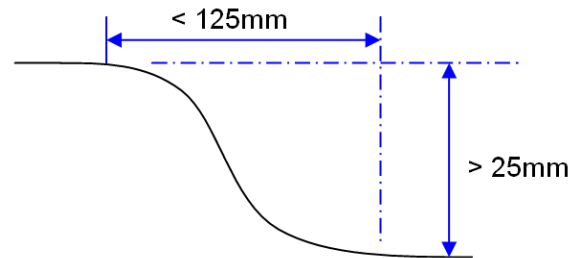
Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material

## Footways/ Cycleways – Surfacing: Rapid Change in Footway Profile - FWRC

**Definition:**

A rapid change in the surface profile of the footway creating a hump or depression with a difference in vertical level greater than 25mm over a length of less than 125mm.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 25mm Difference in Level AND Less Than 125mm in Length

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Re-Profile Footway

## Footways/ Cycleways – Surfacing: Surface Course Fretting- FWBT

**Definition:**

The loss of stone/chippings from a bituminous surface course to leave a sharp edge.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

**Risk Matrix:**

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Bituminous Material

## Footways/ Cycleways – Surfacing: Unfilled Gaps between Paving Units - FWGA

**Definition:**

Unfilled gaps between flag stones and/or other modular paving units of sufficient width and depth as to pose a hazard to the footway user.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 40mm Wide AND Greater than 20mm Deep

**Risk Matrix:**

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Suitable Material

## Verges & Landscaped Areas – Inadequate Visibility - VGVS

**Definition:**

Where overgrown grass and vegetation obscures visibility to such an extent as to pose a possible hazard to highway users.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Obscured by Overgrown Vegetation

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	2a	2a	2a	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	DCC Vegetation – pass to green spaces team Private Vegetation – Enforcement Issue (depending on severity of issue may need to be cut by DC)

## Verges & Landscaped Areas – Injurious Weeds - VGVD

**Definition:**

Injurious weeds growing within the highway, e.g. Broad-Leafed Docks, Curled Docks, Creeping Thistle, Spear Thistle, Japanese Knotweed and Ragwort.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Low	Broad Leafed Docks, Curled Docks, Creeping Thistle, Spear Thistle, Japanese Knotweed, Ragwort

**Risk Matrix:**

Impact Rating	Network Hierarchy														
	Carriageway							Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4
High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medium	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low	2c	2c	2c	2c	2c	2c	2c	2c	2c	2c	2c	2c	2c	2c	2c

**Recommended Action:**

Action	Treatment
Permanent repair	Pass to green spaces team

## Verges & Landscaped Areas – Verge Over-run Adjacent to Carriageway - VGVO

**Definition:**

Where a verge adjoining a carriageway has been subject to over-running from vehicular traffic and is a condition which may pose a hazard to the highway user.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Greater than 100mm Deep AND Greater than 300mm Wide AND Greater than 1.5m in Length

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Reinstate Verge – Pass to green spaces team



## Structures – Damaged Structure - RWDG

**Definition:**

Where a highway structure such as a bridge, retaining wall or culvert, has been damaged and poses an immediate hazard to the highway user.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

Impact Rating	Network Hierarchy														
	Carriageway							Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4
High	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding
Permanent repair	Pass information to Structures team

## Structures – Offensive Graffiti - RWGR

**Definition:**

Graffiti which could be considered as being offensive written, drawn or painted upon a highway structure.

**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Offensive Graffiti

**Risk Matrix:**

Impact Rating	Network Hierarchy															
	Carriageway								Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4	
High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Medium	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	

**Recommended Action:**

Action	Treatment
Permanent repair	Remove Graffiti

## Kerbs & Channels – Channel Unit: Impeded Water Flow - CHIF

**Definition:**

Where the free flow of water along a channel is significantly impeded, presenting a hazard to the highway user.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Channel 100% Blocked

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	-	-	-	-	-	-	-
Medium	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Clear Channel

## Kerbs & Channels – Channel Unit: Missing - CHMS

**Definition:**

A completely missing channel unit.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Missing Unit

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Replace Paving Unit

## Kerbs & Channels – Channel Unit: Out of Vertical Alignment- CHVP

**Definition:**

A channel unit which is creating a vertical difference in level with the adjoining surface.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 40mm Difference in Level

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Relay Paving Unit

## Kerbs & Channels – Channel Unit: Rocking - CHLR

**Definition:**

A channel unit which is moving or rocking and creating a vertical difference in level with the adjoining surface.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 40mm Difference in Level

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	2a	2b	2b	2b

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Relay Paving Unit

## Kerbs & Channels – Kerb Unit: Adjoining a Verge & Damaged / Missing - KBVG

**Definition:**

A significantly damaged or missing kerb unit adjoining a verge, grassed area or other unmetalled surface.

**Sample Photograph:**



**Impact Rating &**

Impact Rating	Criteria
Medium	Severely Damaged or Missing Components

**Risk Matrix:**

Impact Rating	Network Hierarchy															
	Carriageway								Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4	
High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Medium	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	

**Recommended Action:**

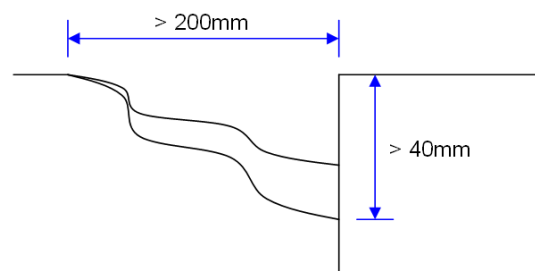
Action	Treatment
Permanent repair	Repair / Replace Damaged Kerb Unit

## Kerbs & Channels – Kerb Unit: Damaged - KBVP

**Definition:**

A significantly damaged kerb unit adjoining a metalled footway.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 40mm Vertical Projection <b>AND</b> Greater than 200mm Long <b>AND</b> Full width of Kerb Unit

**Risk Matrix:**

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	2b	2b	1	1	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding h or temporary repair
Permanent repair	Repair / Replace Damaged Kerb Unit



## Kerbs & Channels – Kerb Unit: Excessive Joint Gap - KVJG

**Definition:**

An excessive gap between two adjoining kerb units next to a metalled footway.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 150mm

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	2b	2b	1	1	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Infill with Cement Based Material

## Kerbs & Channels – Kerb Unit: Missing - KBMS

**Definition:**

A missing kerb unit adjoining a metalled footway.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Missing Unit Greater than 150mm

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	2b	2b	1	1	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Replace Kerb Unit

## Kerbs & Channels – Kerb Unit: Out of Vertical Alignment or Rocking - KBLR

**Definition:**

A kerb unit adjoining a metalled footway which is creating a vertical difference in level with the adjoining surface.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 40mm Difference in Level

**Risk Matrix:**

Impact Rating	Network Hierarchy							
	Footway				Cycleway			
	1	2	3	4	1	2	3	4
High	1	1	2b	2b	1	1	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Adjust Level of Kerb Unit

## Kerbs & Channels – Kerb Unit: Vertical Projection at a Defined Crossing Point - KBXP

**Definition:**

A kerb unit at a defined crossing point causing a vertical difference in level with the adjoining footway surface.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 20mm Difference in Level

**Risk Matrix:**

	Network Hierarchy							
	Footway				Cycleway			
Impact Rating	1	2	3	4	1	2	3	4
High	1	1	2a	2b	1	1	*	*

\* defect as associated footway hierarchy

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Adjust Level of Kerb Unit

## Street Furniture – Bus Shelter: Broken Glass - BSGL

**Definition:**

Where a bus shelter has been vandalised and there is widespread smashed glass in either the footway or carriageway.

**Sample Photograph:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing a Possible Hazard

**Risk Matrix:**

	Network Hierarchy															
	Carriageway								Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4	
<b>Impact Rating</b>																
High	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	

**Recommended Action:**

Action	Treatment
Permanent repair	Clear Area of Broken Glass and inform travel team of damage.

## Street Furniture – Bus Shelter: Damaged - BSDG

**Definition:**

Where a bus stop or shelter has been vandalised and poses an immediate hazard to highway users e.g. is unstable and may collapse into the carriageway.

**Sample Photograph:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

Impact Rating	Network Hierarchy														
	Carriageway							Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4
High	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E

**Recommended Action:**

Action	Treatment
Permanent repair	Make safe by removing shelter or using signs/guarding and inform travel team of damage.

## Street Furniture – Fence / Guardrail: Damaged - PGD

### Definition:

Where a pedestrian guardrail is damaged to such an extent that it poses a hazard to the highway user.

### Sample Photographs:



### Impact Rating & Investigatory Criteria:

Impact Rating	Criteria
High	Posing an Immediate Hazard
Medium	Posing a Possible Hazard

### Risk Matrix:

Impact Rating	Network Hierarchy														
	Carriageway							Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4
High	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Medium	2a	2a	2a	2b	2b	2b	2b	2a	2a	2b	2b	2a	2a	*	*

\* defect as associated footway hierarchy

### Recommended Action:

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding or temporary repair
Permanent repair	Repair / Replace or remove if no longer needed

## Street Furniture – Hazard Marker Post: Missing / Damaged - HZDM

**Definition:**

Where a hazard marker post is either missing or damaged to such an extent that the red reflector is no longer visible.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Post is Delineating a Clear Hazard AND Red Reflector Damaged/Missing

**Risk Matrix:**

Impact Rating	Network Hierarchy															
	Carriageway								Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4	
High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Medium	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	

**Recommended Action:**

Action	Treatment
Permanent repair	Replace/repair Hazard Marker Post



## Street Furniture – Safety Barriers: Accident Damage - SFAC

**Definition:**

Where a safety barrier has been subject to vehicular impact and is damaged and/or misaligned.

**Sample Photograph:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Damaged/Misaligned

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding if needed
Permanent repair	Inform structures team - Initiate Specialist Inspection

## Street Furniture – Safety Barriers: Missing Component-SFMS

**Definition:**

Where a safety barrier has been subject to vehicular impact / accident damage and has missing components such as vertical posts or tension bolts.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Damaged/Misaligned

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding if needed
Permanent repair	Inform structures team - Initiate Specialist Inspection

## Street Lighting & Illuminated Traffic Signs – Condition of Post - LPCO

**Definition:**

Where a street lighting column is significantly damaged or corroded and in danger of collapse.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Greater than 50% Of Base Corroded

**Risk Matrix:**

Impact Rating	Network Hierarchy															
	Carriageway								Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4	
High	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	

**Recommended Action:**

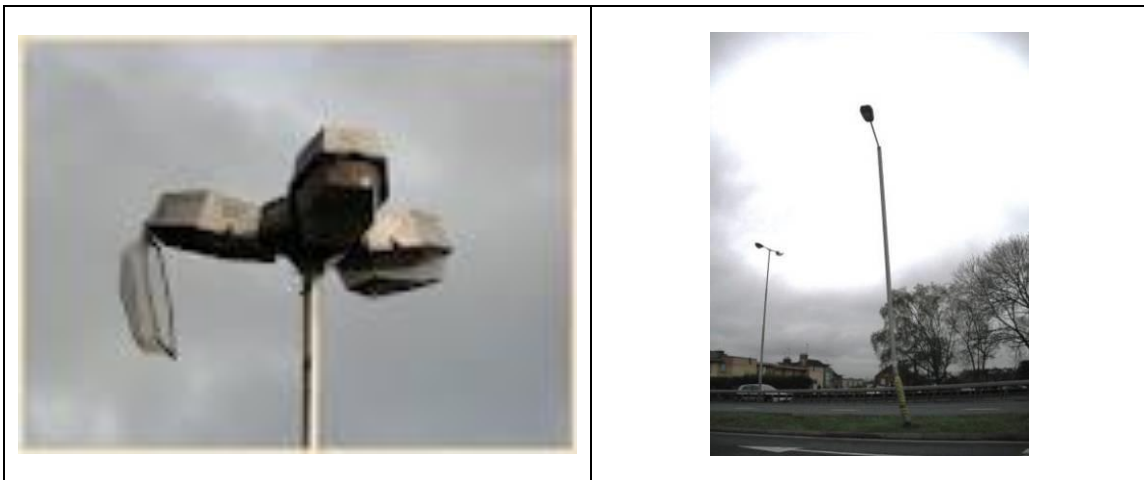
Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding if needed
Permanent repair	Inform Street Lighting – Initiate Specialist Inspection

## Street Lighting & Illuminated Traffic Signs – Damaged Street Light - LPDG

**Definition:**

A damaged streetlight posing a possible hazard to the highway user.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Posing a Possible Hazard

**Risk Matrix:**

	Network Hierarchy															
	Carriageway							Footway				Cycleway				
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4	
<b>Impact Rating</b>																
High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medium	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a

**Recommended Action:**

Action	Treatment
Permanent repair	Inform Street Lighting – Initiate Specialist Inspection

## Street Lighting & Illuminated Traffic Signs – Missing Covers/ Exposed Wiring - LPXW

**Definition:**

A street lighting column or illuminated traffic sign with a missing cover and/or exposed wiring.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Exposed Wiring/Risk of Electrocutation

**Risk Matrix:**

Impact Rating	Network Hierarchy															
	Carriageway								Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4	
High	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	

**Recommended Action:**

Action	Treatment
Temporary make safe	Emergency Callout - < 2 Hour Response, ensure highway is safe with signs/guarding if needed
Permanent repair	Inform Street Lighting – Initiate Specialist Inspection

## Hedges & Trees – Dead / Dying Branch or Tree - TRDB

**Definition:**

A dead or dying tree branch or tree overhanging/adjoining the highway and posing an immediate hazard to highway users.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

Impact Rating	Network Hierarchy															
	Carriageway							Footway				Cycleway				
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4	
High	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E	1E

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 2 Hour Response, ensure highway is safe with signs/guarding if possible.
Permanent repair	Arrange for removal of tree/branch utilising Arb or Highways team depending on severity of issue.

## Traffic Control & Signal Installations – Damaged or Defective Traffic Signal - TSDG

**Definition:**

A traffic signal which is damaged and/or defective to such an extent that it poses an immediate hazard to the highway user.

**Sample Photograph:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy							
	2	3	4	5	6	7	8	
High	1	1	1	1	1	1	1	

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding if required.
Permanent repair	Inform Systems & ITS team- Initiate Specialist Inspection

## Traffic Control & Signal Installations – Missing Traffic Signal - TSMS

**Definition:**

A completely missing traffic signal.

**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

	Carriageway Hierarchy						
Impact Rating	2	3	4	5	6	7	8
High	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, ensure highway is safe with signs/guarding if possible.
Permanent repair	Inform systems & ITS team – Initiate Specialist Inspection



## Traffic Control & Signal Installations – Obscured or Misaligned Traffic Signal - TSAO

**Definition:**

Any traffic signal where the lamps are obscured and/or misaligned, posing an immediate hazard to the highway user.

**Sample Photograph:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Posing an Immediate Hazard

**Risk Matrix:**

Impact Rating	Carriageway Hierarchy						
	2	3	4	5	6	7	8
High	1	1	1	1	1	1	1

**Recommended Action:**

Action	Treatment
Permanent repair	If obscured by vegetation – arrange for vegetation to be cut back. Misaligned or other issue please contact systems & ITS team.

## Road Signs – Damaged Road Sign - SND

**Definition:**

A road sign which is damaged and poses a hazard to the highway user.

**Sample Photograph:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Sign on the footway
Medium	Sign adjacent to the carriageway no footway

**Risk Matrix:**

	Network Hierarchy														
	Carriageway							Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4
<b>Impact Rating</b>															
High	-	-	-	-	-	-	-	1	1	1	1	1	1	1	1
Medium	2a	2a	2a	2a	2a	2a	2a	-	-	-	-	-	-	-	-

**Recommended Action:**

Action	Treatment
Temporary make safe	Urgent < 32 Hour Response, remove immediate hazard
Permanent repair	Repair / Replace Damaged Traffic Sign if required as soon as reasonably practical

## Road Signs – Missing Road Sign - SNM

**Definition:**

A completely missing road sign.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Regulatory Sign
Medium	Non – Regulatory Triangular ‘Warning’ Sign

**Risk Matrix**

Impact Rating	Network Hierarchy														
	Carriageway							Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4
High	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a
Medium	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Replace Missing Traffic Sign

## Road Signs – Offensive Graffiti - SNGR

**Definition:**

Graffiti which could be considered as being offensive written, drawn or painted upon a road sign.

**Sample Photograph:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
Medium	Offensive Graffiti

**Risk Matrix:**

Impact Rating	Network Hierarchy															
	Carriageway								Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4	
High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Medium	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	

**Recommended Action:**

Action	Treatment
Permanent repair	Remove Graffiti

## Road Signs – Sign Face: Worn / Obscured / Dirty / Misaligned - SOB

**Definition:**

Where a road sign is either worn, obscured, dirty or misaligned to the extent that it is illegible.

**Sample Photographs:**



**Impact Rating & Investigatory Criteria:**

Impact Rating	Criteria
High	Regulatory Sign
Medium	Non – Regulatory Triangular ‘Warning’ Sign

**Risk Matrix:**

Impact Rating	Network Hierarchy														
	Carriageway							Footway				Cycleway			
	2	3	4	5	6	7	8	1	2	3	4	1	2	3	4
High	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a	2a
Medium	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b	2b

**Recommended Action:**

Action	Treatment
Permanent repair	Clean / Clear / Re-Align Traffic Sign

## **Appendix 1**

### **Phone numbers for high risk sec81 defects**

**Wessex Water:** 0345 600 4 600

**South West Water (Bournemouth Water) -- east Dorset:** 01202 590059

**South West Water -- west Dorset:** 0344 346 2020

**SGN:** 01293 818111 (office hours), 0800 9121700 (main customer services for all other times)

**BT:** 0331 667 8301 (strictly for reporting high risk and urgent s81s only) --  
[defective.apparatus@openreach.co.uk](mailto:defective.apparatus@openreach.co.uk) for chasing up all outstanding s81s

**Virgin Media:** 0870 888 3116

**SSEN (electric):** "105"

