



Highway Maintenance Safety Inspection Policy

Wigan Council
Places Directorate
Infrastructure
Infrastructure Asset Management Group

Confident Place, Confident People

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Chapter 1 Aims

- 1.0** Wigan Council has a statutory duty to maintain the highway under section 41 of the Highways Act 1980. For there to be a breach of section 41 there must have been a failure to maintain or a failure to repair.

A statutory defence to a potential breach of section 41 is afforded to the Council by virtue of Section 58 of the Highways Act 1980 which provides a special defence in an action against the Council for damages for non-repair of the highway. The Council need to prove that we have taken such care as in all the circumstances was reasonably required to secure that the part of the highway was not dangerous for traffic. This is usually proved by the Council having a reasonable system of routine highway safety inspections in place having regard to various factors set out within section 58.

1.1 Types of Inspections

Wigan Council as Highway Authority for highways maintainable at public expense within its boundaries will take reasonable steps to ensure these highways are safe and in discharging its duties under Section 41 of the Highways Act 1980 will carry out;

- Regular inspections of the highways maintainable at public expense (i.e. adopted highways);
- Additional localised inspections in response to enquiries and complaints received about the condition of the adopted highways; and
- Inspections in accordance with the provisions of the New Roads and Street Works Act 1991.

Chapter 2 Safety Inspections

2.1 Inspection Hierarchy and Frequency

All the adopted highways have been assigned a carriageway and footway hierarchy in accordance with the guidance of the Code of Practice for Highway Maintenance Management Well-Maintained Highways.

The frequency of inspection to be employed is as recommended in the Code of Practice for Highway Maintenance Management Well-Maintained Highways 2005 (revised 2012). Table 1 shows the inspection hierarchy and frequency of inspection to be adopted by Wigan Council.

Table 1. Inspection Hierarchy and Frequency

Feature	Category	Reference	Frequency
Roads	Strategic Route	2	1 month
	Main Distributor	3(a)	1 month
	Secondary Distributor	3(b)	1 month
	Link Road	4(a)	3 months
	Local Access Road	4(b)	1 year
Pavements	Prestige Walking Zones	1(a)	1 month
	Primary Walking Routes	1	1 month
	Secondary Walking Routes	2	3 months
	Link Footways	3	6 months
	Local Access Footways	4	1 year
Cycleways	Part of Carriageway	A	As for Roads
	Remote from Carriageway	B	6 months

2.2 Defect Intervention Level

2.2.1 Defect Intervention Level –All hierarchies of carriageway

The inspection of the carriageway will identify defects giving a trip of 40mm or more in height or depth and will take into account hazardous or potentially hazardous situations that are affecting the adopted highway.

Carriageway defect intervention levels where pedestrians commonly cross the carriageway at pedestrian crossing points will be 20mm when the adjoining footway is category 1(a), 1 or 2. A pedestrian crossing point is where there is a dropped kerb facility, pelican and zebra crossings and where the majority of pedestrians cross at side road junctions and back streets.

2.2.2 Defect Intervention Level – Footway Hierarchy 1(a), 1 and 2

The inspection of the footway with a hierarchy category 1(a), 1 or 2 will identify defects giving a trip of 20mm or more in height or depth and will take into account hazardous or potentially hazardous situations that are affecting the adopted highway. This will include defects identified to the kerb line whether radius or straight

2.2.3 Defect Intervention Level – Footway Hierarchy 3 and 4

The inspection of the footway with a hierarchy category 3 or 4 will identify defects giving a trip of 25mm or more in height or depth and will take into account hazardous or potentially hazardous situations that are affecting the adopted highway. This includes defects to the kerb line at crossing points only whether radius or straight

2.2.4 Defect Intervention Level – Kerbs Hierarchy 3 and 4

The inspection of the footway with a hierarchy category 3 or 4 will identify defects to the kerb line that are not on a designated crossing point giving a trip of 50mm or more in height or depth on a longitudinal or transverse section and will take into account hazardous or potentially hazardous situations that are affecting the adopted highway.

2.3 Inspection Criteria

The purpose of highway safety inspections is to identify all defects in the adopted highway that are likely to create danger or serious inconvenience to users of the network or the wider community and to arrange for their remedy.

Particular attention will be given to factors affecting the more vulnerable users of the highway such as the elderly, people with disabilities, cyclists and motor cyclists.

When inspecting the carriageway particular attention will be given to defects close to the kerb that affect cyclists and motor cycles including for instance polished manhole covers.

The inspector will be aware of the most common forms of defect and hazard as indicated on the checklist shown in **Table 2** below. This checklist is not exhaustive and the inspector will use their discretion and common sense during the course of their inspections in recognising other factors that could be deemed hazardous or potentially hazardous.

Likewise the Inspector will use their initiative with regards to defects that fall below the recommended intervention for that given hierarchy of footway or carriageway that they deem cause a hazard or potential hazard

Table 2. Examples of typical deficiencies and actions to be taken if deemed actionable.

Checklist of deficiencies	Action to be taken
Abrupt level differences in the running surface	Arrange repair or if applicable refer to body responsible for defect using procedures outlined in this document. *N.B. If area is such that a local repair cannot be carried out refer to line manager.
Potholes, cracks or gaps in the running surface.	
Crowning, depressions and rutting	
Rocking modules, unstable footpath or cycle way surfaces	
Kerbing, edging and channel defects	
Edge deterioration of the running surface	
Obvious loss of skidding resistance*	
Damaged or worn tactile paving	
Damaged or worn traffic calming humps	
(The term running surface applies to carriageway, footway or cycleway.)	
Missing, sunken, raised or broken ironwork:-	
Statutory undertakers equipment	Refer to statutory undertaker by electronic notification
Highway Authority owned equipment	Arrange repair or refer to asset owner

Privately owned equipment that is located within the limits of the adopted highway	The safety Inspector will investigate to identify owner and notify them of the hazard or potential hazard. The inspector will notify Traffic group electronically for enforcement where necessary. If this is not possible in the required timescale make safe action to be implemented.
Standing water on the highway	Arrange repair to prevent standing water and advise Highway Services Group by electronic notification if icy conditions are forecast before a repair can be carried out.
Water discharging onto or overflowing across the highway from private land	Refer to enforcement officer in Traffic Group by electronic notification and advise Highway Services Group by electronic notification if icy conditions are forecast.
Water discharging onto highway from water burst or sewerage discharge	Notify United Utilities by phone call to Leak line number and advise Highway Services Group if icy conditions are forecast.
Blocked road and footway gullies	Issue reactive gully clean works order to the contractor by electronic notification. Record first and last gully inspection result for performance indicator information.
Blocked drains or grips	
Debris, spillage or contamination on running surfaces	Refer to Cleansing DSO by electronic notification.
Damaged, defective, displaced, missing or misleading illuminated traffic signs and street lighting columns.	Refer to Street Lighting Group by electronic notification.
Dirty or otherwise obscured illuminated traffic signs	Overhanging vegetation refer to paragraph 2.5 and take appropriate action. Refer to Traffic Group by electronic notification.
Damaged, defective, displaced, missing or misleading traffic signals and non-illuminated signs.	
Dirty or otherwise obscured traffic signals and non-illuminated signs	
Missing or badly worn road markings	
Missing or damaged road studs	
Damaged safety fencing, parapet fencing, handrail, and other barriers	Refer to Traffic Group or Bridges Group by electronic notification
Embankments and cuttings apparently unstable	Refer to Bridges Group by electronic notification
Damaged, defective, displaced, missing statutory undertakers equipment	Refer to appropriate statutory undertaker by electronic notification.
Sight lines obscured by trees, unauthorised signs and other features	Refer to paragraph 2.5 and take appropriate action
Footways obstructed by overhanging vegetation or narrowed by encroaching vegetation	
Obvious problem with trees either on or adjacent to the highway	
Vegetation growth through footway including presence of moss causing slippiness	Discuss with Clerk of Works responsible for highway weed control and take recommended action to make safe or repair.

Condition of highway grass verges and shrubbery	Refer to Wigan Leisure and Culture trust by electronic notification. Make safe action may be required as an interim measure.
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If it is not feasible to effect a repair within the response time required temporary signing and guarding should be used to make safe and protect the users of the highway.

In extreme situations it may be necessary for the Highway Inspector to remain on site to warn approaching pedestrians or vehicular traffic of the danger. In the case of an extreme defect in the carriageway the Highway Inspector should also seek police assistance.

2.4 Determining Response Times

In selection of response times for the repair of hazards or potentially hazardous situations that may arise on the highway the following criteria may be helpful when considered with the guidance given in Table 2. 'Examples of typical deficiencies and actions to be taken if deemed actionable'.

It should however be remembered that many situations have a combination of differing factors to consider and it is ultimately the Highway Inspector who actually views the defect and is aware of the local situation who selects what he/she considers is the appropriate response time.

In considering defects and the response time required, the main factors to consider are shown below in Table 3. Examples of criteria to define response time..

Table 3. Examples of criteria to define response time.

The depth, surface area, or other extent of the defect such as abruptness etc.
The location of the defect relative to highway features such as junctions, bends, pedestrian crossing points and wheel tracks.
The location of the defect relative to the positioning of users, especially vulnerable users including cyclists.
The nature and extent of interaction with other defects
Potential for freezing of surface water, flooding of property and forecast weather conditions

2.4.1 2 hour and 24 hour response times

Extremely serious or serious hazardous situations that exist on or are affecting the adopted highway and necessitate early remedial action to minimise a good likelihood of road users (both vehicular and pedestrian) injuring themselves or others.

A 2 hour response is required if in the opinion of the inspector the defect is of such magnitude (serious or extremely serious) and located in such a position on, or is affecting the adopted highway or is in a heavily trafficked highway that a 24 hour response is not suitable

A 24 hour response is similar to a 2 hour response but of a lesser severity (serious) and not on a heavily trafficked highway or in a prime location on the adopted highway.

2.4.2 5 day and 10 day response times

Routine defects giving rise to hazardous or potentially hazardous situations which exist on or are affecting the adopted highway and not falling into the 2 hour or 24 hour response category.

A 5-day response is determined from considering the overall nature of the adopted highway, (its hierarchy category 2, 3(a) 3(b) and 4(a) for carriageways and category 1(a), 1 and 2 for footways) or where the defect is positioned and the reason of use by the majority of users (e.g. o/s shops, bus stop, o/s school, etc.).

A 10 day response is the normal response time for the repair of all other routine defects for which there are no special reasons for reducing the response time.

2.5 Dealing with Defects

Defects identified from regular inspections or complaints which are the responsibility of the highway authority and are deemed hazardous or potentially hazardous, will be ordered for repair by raising an electronic works order with a specified response time, and transmitting it to the council's contractor for this type of work, the Highway Services Group.

Hazardous or potentially hazardous defects on the adopted highway which are not the responsibility of the highway authority to repair will be investigated and reported to the party responsible for that defect. If it is not feasible to have a repair affected within the response time required, temporary signing and guarding should be used to make safe and protect the users of the highway.

Defective statutory undertakers' equipment will be notified to the relevant undertaker requesting them to attend to the defect. This is in accordance with the procedures laid down under Section 81 of the New Roads and Street Works Act 1991.

Defective excavations or reinstatements that are the responsibility of the statutory undertakers or street works licence holders will be dealt with in accordance with the procedures laid down under Section 71 of the New Roads and Street Works Act 1991.

The highway authority will take measures to make safe defects that cannot be attributed to any one source as soon as reasonably practical in accordance with the criteria for determining response time.

2.6 Method of Inspection

All footways will have a walked inspection at the recommended frequency determined by the hierarchy and the carriageway will also be inspected during these walked inspections.

When, in accordance with the hierarchy, it is only the carriageway that requires inspecting a driven inspection will be carried out.

2.6.1 Walked Inspections

The highway inspector shall have due regard to their personal safety and in particular from moving traffic either on the main highway or at junctions and crossings. On no account

must they put themselves in any hazardous situation.

Highway inspectors shall walk the footway in one direction identifying defects on that footway and the adjacent half of the carriageway. They shall then return along the other footway identifying defects on that footway and the remaining half of the carriageway.

2.6.2 Driven Carriageway Inspections

Driven carriageway inspections shall be carried out utilising a driver (albeit more often than not he will be a trained highway inspector) and a highway inspector. The driver shall be responsible for driving and the highway inspector will be responsible for carrying out the safety inspection.

The highway inspectors shall have due regard to their personal safety and in particular the potential hazards from moving traffic and the presence of pedestrians either on the main highway or at junctions and crossings. On no account must they present or put themselves in any hazardous situation.

Before any safety inspection takes place the highway inspectors must assess the weather conditions and forecasts to ensure adequate visibility will be available throughout the inspection period.

Safety inspections must be carried out in such a manner so as to avoid any disruption to traffic, therefore inspections will be carried out off-peak on the busier routes.

The speed of the vehicle must ideally not exceed 20MPH during the course of the inspection

Each carriageway shall be driven in both directions with no undue delay in completing each carriageway.

If any defect is observed but its position is not located adequately, a further inspection must be carried out to confirm the location on another pass.

Any lay-by within the driven length will require inspection of its carriageway and adjacent verge or footway if the lay-by is isolated from other footways. This inspection must be carried out on foot

2.6.3 Recording of Inspections

All highway safety inspections and associated defects shall be recorded electronically, dated and stored on a database for further reference. All required repairs will be issued electronically directly to the contractor who is to carry out the repairs. Appendix 1 contains a copy of a typical electronic inspection report and work ticket.

2.7 Statutory Undertakers Works

2.7.1 Defective Equipment

Statutory undertakers equipment that constitutes a hazard or potential hazard as defined in this document shall be reported to the appropriate undertaker for them to repair or make safe within the response times determined by the Inspector

Failure by the statutory undertakers to respond to the defect in the specified response time will result in the Inspector authorising the Council contractor to 'make safe' actions i.e. signing and guarding the hazard. The Inspector will liaise with the Finance Section to recover the costs involved for this action from the relevant statutory undertakers

2.7.2 Reinstatement Defects Causing Danger

In determining what constitutes a danger reference is made to the New Roads and Street Works Act 1991 and the associated Codes of Practice and the criteria contained in this Policy document for 2.2 Defect Intervention Level and 2.3 Inspection Criteria.

Any statutory undertaker reinstatements that are identified and are causing danger shall be notified electronically. The Highway Inspector will then follow the procedures for reinstatements causing danger as laid down in the New Roads and Street Works Act 1991 and the associated Codes of Practice.

2.7.3 Dealing with Inadequacies in Signing, Lighting and Guarding

Any inadequacies in signing and guarding that are seen shall be attended to in accordance with the provisions of the New Roads and Street Works Act 1991 and the associated Codes of Practice.

3.0 Highway Enquiries

Notifications of highway enquiries received verbally or in writing are recorded on the customer enquiry database (Mayrise) and written communications are logged on the document management database (Civica). The enquiry is then assigned to the relevant Inspector for investigation.

The highway inspector will investigate the enquiry within a timescale appropriate for the perceived urgency or within a maximum of 10 working days. Contact is usually made with the enquirer within the next working day.

The repair of any defect is actioned in accordance with the criteria contained in this Policy document.

Contact is made with the enquirer by the Inspector by means of verbal or written to explain action or non action taken to resolve the enquiry

4.0 Council Members and Members of Parliament Enquiries

Enquires received from Council Members and Members of Parliament Enquiries are received via the Councils Customer Support Team and logged on the ASC system. Each enquiry is assigned to the relevant Inspector to investigate within a timescale appropriate for the perceived urgency

A written response is sent back to the Councils Customer Support Team within the time scale set within 10 working days.

APPENDIX 1

Typical electronic inspection report and work ticket



Highways Inspection Report

Inspection Schedule: 000486

Street: Wallgate Town: Wigan

Limits: Queen Street To: Library Street

Inspection Date: 02/11/05 Inspected By: Neil Shepherd

Location of Defect	Position	Material	Nature of Defect	Depth of Defect	Action
Junction of Library Street	Defective Apparatus- Water	Valve Box	Stop Valve Uneven	Trip 25mm	00054193
Outside Bank/Building Society Bradford & Bingley	Footway Principal	Flags	ROCKING MODULE	Trip Below 20mm	00054194
Outside Shop Healds Solicitors	Footway Principal	Flags	ROCKING MODULE	Trip Below 20mm	00054195
Outside Shop Blue House	Footway Principal	Flags	ROCKING MODULE	Trip Below 20mm	00054196
Outside Shop Sub Way	Footway Principal	Flags	ROCKING MODULE	Trip Below 20mm	00054197
Side of Shop Tote	Footway Principal	Block Paving	UNEVEN BLOCK PAVING	Trip Below 20mm	00054199
Outside Public House Clarence Hotel	Footway Principal	Flags	ROCKING MODULE	Trip Below 20mm	00054200
Junction of King Street West	RASWA Dangerous Defect NS	Carriageway	FAILED REINSTATEMENT around c/w chamber	Trip 30mm-34mm	00054201
Entrance to Wallgate Railway Station	Footway Principal	Block Paving	UNEVEN BLOCK PAVING	Trip 20mm	00054202
Entrance to Wigan North Western Car Park	Footway Principal	Block Paving	UNEVEN BLOCK PAVING	Trip 25mm	00054204
Outside Shop Athena Beauty Spa	Traffic Notification	Unauthorised Signage	ADVERTISING BOARDS		00054205
Outside York Chambers	Footway Principal	Flags	ROCKING MODULE	Trip Below 20mm	00054206



Highway Repair Order

Wigan Council
Engineering Services Department
Civic Buildings
New Market Street
Wigan
WN1 1RP

Order Number 00054194 Issued Date 02/11/05 Completed 03/11/05

Wallgate

Outside
Bank/Building Society
Bradford & Bingley
Wigan Central
Wigan

Neil Shepherd

ROCKING MODULE
'Rocking Module Flag'

Area **WIG**

Item	Description	Expend	Estimated Qty	Unit	Estimate Cost	Actual Qty	Claimed
1CRM015	Take up and relay Precast concrete modules 70mm thick		1.00	m2		1.00	