



**Network Management Leaflet No. 5 (April 2010)
Highway Inspectors and Defects**

How often are roads inspected?

Our highway policy document gives details of the frequency of inspection applied to carriageways, footways, cycleways and drainage systems. The frequency of inspection takes into account the category of road and the level of use. The policy document also gives details of the inspection regime for specialist equipment on the highway such as traffic signals and safety barriers. Bridges are inspected under a separate regime by qualified bridge engineers. The highway policy document is available on this link: <http://www.cambridgeshire.gov.uk/transport/strategies/highwaypol/>

What happens when a road is inspected?

During inspections, any defects found are recorded and assessed for risk. Remedial action is then arranged based on the assessment of risk.

What is considered as a highway defect?

Our highway policy document lists all the defects that are included in our inventory list along with an investigation level for each category of defect. This covers defects on public highway carriageways, footways and verges and defective equipment on, over and under the public highway.

How do you assess the risk of a defect?

The impact of each defect is quantified on a scale of 1 to 4 assessed as follows:

- Little or negligible impact
- Minor or low impact
- Noticeable impact
- Major, high or serious impact

The probability of a risk occurring as a result of the defect is also assessed on a scale of 1 to 4 assessed as follows:

- Very low probability
- Low probability
- Medium probability
- High probability

These assessments are then applied to the table below to determine the likely level of risk.

PROBABILITY →	Very Low (1)	Low (2)	Medium (3)	High (4)
IMPACT ↓				
Negligible (1)	1	2	3	4
Low (2)	2	4	6	8
Noticeable (3)	3	6	9	12
High (4)	4	8	12	16
Response category	Category 2(L)	Category 2(M)	Category 2(H)	Category 1

The level of risk then sets the response time as follows:

Category 1 (score of 16): make safe or repair within 24 hours

Category 2(H) (score of 9-12): make safe or repair within 7 days

Category 2(M) (score of 6-8): repair within 28 days

Category 2(L) (score of 1-4): repair during the next available programme, schedule more detailed inspection, or review condition at next inspection, based on an assessment of the risk of deterioration before next visit

Where defects with potentially serious consequences for network safety are made safe by means of temporary signing or repair, arrangements will be made for a special inspection regime to ensure that the signing or repair is maintained, until a permanent repair can be made.

What about responding to street lighting and traffic signal faults?

Our target is to fix reported street lighting failures within 7-10 days. An information leaflet on how street lighting is managed is available on this link:

http://www.cambridgeshire.gov.uk/NR/rdonlyres/BA68632E-B37D-49F1-8B3E-D936CBCD8102/0/Street_Lighting_Policy04dec.pdf

Our targets for fixing traffic signal faults are as follows:

Emergency faults are to be attended to within 2 hours. This includes such faults as red lamps not working, stuck or damaged signals, twisted head or all lights out.

Urgent faults to be attended to within 24 hours, including green, amber lights not working and other lamps or wait lights not working. Other issues are to be attended to within 3 days.

How can I report a highway defect?

You can report any defect on the highway by:

- By calling 0345 045 5212
- On line: <http://tinyurl.com/3ae99w3>

If you find a problem on the highway out of general office hours (8.30am - 5pm) which requires urgent attention you are advised to contact the Police who will then contact us using our emergency contact number.

What about public utility defects on the highway?

Highway defects associated with public utility equipment such as rocking manhole covers or settlement of a road in statement trench are the responsibility of the relevant utility company. However, if you find a defect that requires attention please contact us and we will contact the utility company concerned to get appropriate repairs carried out. If an emergency repair is required we will arrange for this to be done and then recharge the utility company concerned.

Who do I contact for information?

If you wish to discuss any aspects of highway inspection or maintenance please contact your Area Manager (Maintenance). You can do this by:
Calling Cambridgeshire County Council on 0345 045 5212
Emailing your Area Manager (Maintenance):

Cambridge and South Cambridgeshire – Mick Oakman
michael.oakman@cambridgeshire.gov.uk

East Cambridgeshire and Fenland – Graham Mallot
graham.mallott@cambridgeshire.gov.uk

Huntingdonshire – Richard Kingston richard.kingston@cambridgeshire.gov.uk