HIGHWAYS MAINTENANCE POLICY DOCUMENT

Environment Directorate
Planning & Transportation Division
Highways and Engineering
London Borough of Hackney
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London
E8 1HJ
# LONDON BOROUGH OF HACKNEY

## HIGHWAY MAINTENANCE POLICY

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1 Introduction

The Council recognises that the Borough's highway network is an asset which is of paramount importance to residents and all road users, serving as an amenity and playing an essential part in the Borough's economy. The Council as a highway authority has adopted the Code of Good Practice for Highway Maintenance published by the Local Authority Associations.

This document is based on the latest Code of Practice “Well Maintained Highways” (UK Roads Liaison Group) July 2005. This document replaces and supersedes all previous procedures. While the adoption of the Code and its recommendations are explicitly not mandatory, the Courts are likely to view the Council's level of adherence to it as a relevant consideration in judging cases where the appellant is seeking to prove that the Council has failed in its duty of care.

This Policy is intended as a guide and reference tool for Highway Inspectors, Managers, and Elected Members, and will continue to be developed, revised and modified as and when necessary. The 1st Edition was adopted by the Highways & Transport Sub-committee on 3 June 1997.
2. NETWORK MANAGEMENT

2.1 Statutory Functions

The service is committed to the effective management of the Borough's highways and recognises that there is a range of legislation that places a "duty of care" on it as the highway authority.

The principal relevant legislation is:

The Highways Act 1980 - Section 41 of this Act 1980 amended July 2003 as (1A) "in particular, a highway authority are under a duty to ensure so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice'. Adds to the general duty traditionally placed on an authority to 'maintain the public highway.' A Highway Authority's performance in executing the duty to maintain may be challenged when a claim for damages is made against it.

The Road Traffic Regulation Act 1984 - Section 122 of this Act requires the Traffic Authority to secure the expeditious, convenient and safe movement of all forms of traffic. This duty is carried out jointly by the Highways & Engineering and Traffic & Transportation Teams.

The Road Traffic Act 1988 - Section 39 of this Act is primarily concerned with preventing or reducing accidents, also places a statutory duty on a highway authority to promote road safety. The leading role in carrying out this duty is undertaken by the Traffic & Transportation Team.

The Environmental Protection Act 1990 - Section 89 of this Act places a duty on a highway authority to, as far as is practicably and reasonably possible, keep its streets clear of litter and refuse. To assist them in determining what is acceptable the Courts would probably refer to the "Code of Practice on Litter and Refuse", published by what was then the Department for the Environment and the Regions in 1999. This Code set out "reasonable and acceptable standards of cleanliness" based on land use and time, that Duty Bodies could be expected to meet. This function is currently not undertaken within the Planning and Transportation Division, but within the Environment Division.

The New Roads and Street Works Act 1991 - This Act gives a highway authority limited control over the activities of statutory undertakers, to recover some costs, and to make some charges, arising from the presence of statutory undertakers' plant in the highway. A small team in the Highway and Engineering Team currently carry out these functions.
The Traffic Management Act 2004 - This Act significantly amends the NRSWA 1991 in the relationship between utilities and local authorities especially in the granting of permit schemes. Plans and discourse is being undertaken to ascertain the procedures and processes necessary for Hackney Council to forward this.

Construction (Design and Management) Regulations (CDM) 1994 - The Council has a duty under these regulations, to make appropriate arrangements to ensure that its construction works are properly managed.

Health and Safety at Work Act (HASAWA) 1974 - The Council also has duties regarding the safety of their employees, other workers and members of the public under Sections 2, 3 and 4 of this Act for any construction and maintenance works on highways that are "within its undertaking".

Unless the Council complies with all the requirements of the CDM Regulations and ensures that its designers, planning supervisors and Principal Contractors are all similarly compliant, it will not be satisfying its duties under HASAWA 1974. To satisfy the Regulations with regards to the Council's highway maintenance activities, written arrangements are in place to ensure that a systematic approach to highway maintenance must be applied, and clear standards set for the various elements of the highway network:

1. all maintenance activities are appropriately and properly managed at all stages
2. all works can be safely constructed, maintained and cleaned
3. all health & safety issues are co-ordinated across all affected parties
4. the Council allows enough time for designing, planning, preparing and executing all of its work, so that it can be carried out safely and without risk to health
5. the designers and contractors are competent and adequately resourced for the work they have to do
6. any implications for public safety and for the client's or site occupier's own employees or customers are properly addressed
7. the responsibilities of those who have legal duties, and how they inter-relate, are clear
8. that designers and contractors correctly identify hazards and control measures in accordance with Regulation 13 of CDM, Regulation 3 of the Management Regulations, and other relevant legislation
9. there is systematic and routine monitoring and review of the work to ensure that it is undertaken safely and without risk to health
10. Revisions to designs, programmes of work or method statements are managed safely and without risk to health.
2.2 Regulatory Functions

The majority of regulatory functions, which includes the licensing of various activities on the highway, (with the exception of street works licenses), are currently not undertaken within the Planning and Transportation Division, but within the Environment Division. This is being reviewed as part of the developing Enforcement Strategy.

2.3 Development Control Functions

These functions, which include the adoption of new highways, their improvement as a part of a planning agreement, or at private expense, are currently carried out primarily by Planning, but with input from Traffic and Transportation and when required from the Highways and Engineering Team.
3 NETWORK HIERARCHY AND STANDARDS

3.1 Carriageway Hierarchy

The “best value” Code of Practice recommends the following categorisation for its Carriageway Hierarchy.

**Table of Carriageway Hierarchy**

<table>
<thead>
<tr>
<th>Category</th>
<th>Hierarchy Description</th>
<th>Type of Road General Description</th>
<th>Local Interpretation of Defining Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Motorway</td>
<td>Limited Access, motorway regulations apply.</td>
<td>Not applicable, as there are none in the Borough.</td>
</tr>
<tr>
<td>2</td>
<td>Strategic Route</td>
<td>Trunk and some principal &quot;A&quot; roads between Primary Destinations.</td>
<td>Not applicable, as all of the strategic routes through the Borough are now part of the Transport for London Road Network (TLRN), and therefore for which the Borough is no longer the highway authority.</td>
</tr>
<tr>
<td>3a</td>
<td>Main Distributor</td>
<td>Major Urban Network and Inter-Primary Links. Short-medium distance traffic.</td>
<td>The Borough's Principal Road Network.</td>
</tr>
<tr>
<td>3b</td>
<td>Secondary Distributor</td>
<td>Classified Road (B and C class) and unclassified urban bus routes carrying local traffic with frontage access and frequent junctions.</td>
<td>Streets with very high levels of pedestrian activity, with provision of some formal pedestrian crossing facilities and 30mph speed limits On-Street parking restricted on safety grounds.</td>
</tr>
<tr>
<td>4a</td>
<td>Local Road</td>
<td>Roads linking between the Main and Secondary Distributor Network with frontage access and frequent junctions.</td>
<td>Roads linking local residential or industrial areas. Random pedestrian movements, 30 mph speed limits and uncontrolled parking.</td>
</tr>
<tr>
<td>4b</td>
<td>Local Access Road</td>
<td>Roads serving limited numbers of properties carrying only access traffic.</td>
<td>Residential loop roads or culs-de-sac.</td>
</tr>
</tbody>
</table>
3.2 Footway Hierarchy

The Council has adopted the following categorisation for its Footway Hierarchy, based on the recommendations of the Code.

Table of Footway Hierarchy

<table>
<thead>
<tr>
<th>Category</th>
<th>Category Name</th>
<th>Local Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a</td>
<td>Prestige Walking Zone</td>
<td>Prestige areas with exceptionally high usage.</td>
</tr>
<tr>
<td>1</td>
<td>Primary Walking Route</td>
<td>The Borough’s main shopping and business areas, and main pedestrian routes to and around rail, underground, bus and coach stations.</td>
</tr>
<tr>
<td>2</td>
<td>Secondary Walking Route</td>
<td>Medium usage routes feeding into primary routes or serving local shopping centres, large schools and similar facilities, etc.</td>
</tr>
<tr>
<td>3</td>
<td>Link Footway</td>
<td>Most footways in residential areas and footpaths linking local access footways.</td>
</tr>
<tr>
<td>4</td>
<td>Local Access Footway</td>
<td>Low usage footways such as short culs-de-sac and footpaths linking low usage footways.</td>
</tr>
</tbody>
</table>

3.3 Cycleway Hierarchy

The Council has adopted the following categorisation for its Cycleway Hierarchy, based on the recommendations of the Code.

Table of Cycleway Hierarchy

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>A cycle lane forming part of the carriageway, commonly 1.5 metre strip adjacent to the nearside kerb. Cycle gaps at road closure points with exemptions for cycle access.</td>
</tr>
<tr>
<td>B</td>
<td>A cycle track, not forming part of a public footway or carriageway, Shared cycle / pedestrian paths, either segregated by a white line or other physical segregation, or un-segregated.</td>
</tr>
<tr>
<td>C</td>
<td>Cycle tracks through open spaces. Only applicable to routes maintained by Parks and not highways maintained by the Council.</td>
</tr>
</tbody>
</table>
3.4 Network Inventory

The Network Inventory is essentially a database of highway asset items, including their quantity, nature and locations to be maintained, such as the length, width and surfacing materials used for both carriageways and footways.

The Council is currently reviewing its existing network inventory for the following purposes:

1. Complying with Section 36(6) Highways Act 1980 to keep a list of streets that are maintainable at the public expense.

2. Complying with Section 53 of The New Roads and Street Works Act 1991 in maintaining information on traffic sensitive streets, structures of special engineering difficulty and reinstatement categories.

3. Compiling information for Central Government funding applications, such as the Standard Spending Assessments (SSA).

3.5 Inspection and Assessment

In accordance with the recommendations of the Code of Practice, the Council’s highway maintenance inspections have been categorised into:

- Safety Inspections
- Serviceability Inspections
- Sustainability Inspections
- Bridge and Structure Inspections
- Street Lighting Inspections
- Winter Service Inspection and Assessment
- Development and Regulatory Inspections
4 RECORDING AND MONITORING OF INFORMATION

The public highway network within the Borough can be sub-divided into the following categories for maintenance management purposes:

4.1 Strategic Routes

The strategic roads through the Borough have now become the Transport for London Road Network (TLRN) and the Council is no longer the highway authority with responsibility for them.

4.2 Main Distributor Roads

The condition of the Council’s Principal Road Network is currently surveyed annually, under the ROAD2000 Project, which includes all of the Local Principal Roads in the Greater London Area. The London Borough of Hammersmith and Fulham manage this project, on behalf of all thirty-three London boroughs, on a lead borough basis. Some problems have been encountered, with trying to move from walked to driven survey routes and in correlating the results from different survey systems. The ROAD2000 surveys currently comprise DVI, SCRIM, Deflectograph surveys as well as some Ground Penetrating Radar (GPR) survey work, with associated carriageway coring. The intention is to move towards SCANNER type surveys along with SCRIM surveys and GPR with Coring, with DVI and Deflectograph surveys being gradually phased out in future years.

4.3 Secondary Distributor Roads

The condition of the Borough’s Non-Principal Road Network is currently assessed annually using DVI survey techniques. The longer-term intention is to move towards carrying out further investigation of some visually defective areas, using SCRIM and/or Deflectograph equipment, as well as Ground Penetrating Radar (GPR), with associated carriageway coring. The move to more sophisticated survey techniques is expected to increase the cost-effectiveness of highway maintenance spending through the provision of better quality information regarding the condition of the roads and streets.
4.4 Local Roads and Local Access Roads

No machine-based surveys of these roads are undertaken, but it is intended to carry out a comprehensive CVI survey of all streets each year to record the presence of defective areas of carriageway, footway and kerbing.

5. NETWORK SAFETY, SERVICEABILITY, & SUSTAINABILITY INSPECTIONS

These comprise the regular inspection of all specified highway elements to identify any defects that are likely to present a danger or serious inconvenience to users.

5.1 Trained Personnel

All inspectors must be suitably experienced and trained to demonstrate the necessary level of competence in the various aspects of the work, and be conversant with inspection procedures and the safety requirements necessary to undertake such activity on trafficked roads. For structural condition surveys or detailed inspections they must be experienced and competent in assessing the various technical and economic factors to justify their recommendations for consequential work.

Surveys of footways will usually be undertaken solo and on foot, with the inspector walking along both sides of the footway where necessary. Inspectors will be provided with safety boots, high visibility coat and/or waistcoat with reflective white bands, recording device or hard back note book, pocket tape measure, measuring wheel, 30m measuring tape, straight edge/level, marking paint, digital camera and mobile telephone.

Surveys of Principal Roads (these are comprised primarily of A and B classified roads, such as the A107 Mare Street. Some are red routes and maintained by TfL, whilst others may be designated strategic roads under the TMA 2004) may be undertaken from a slow moving vehicle. In these circumstances the survey team of two will comprise an inspector and a vehicle driver who will concentrate fully on controlling the vehicle. For detailed surveys the team will leave the vehicle to undertake the work on foot, and will follow separate written procedures to ensure the safety of the team and the public.
5.2 Safety Inspection Regime

The Network Safety Inspection regime is made up of the following components:

1. The frequency with which an element is to be inspected
2. The scope of issues to be addressed by the inspection
3. The categorisation, by severity, of any defects discovered
4. The level of response required, to any defects discovered

These kinds of inspection are normally to be carried out by trained personnel on foot, and where a risk assessment has shown this to be necessary; inspectors will work in teams of two. The frequency of these safety inspections for each of the categories in the Network Hierarchy is as stated below, reflecting the assessed importance of each element of the network.

The adoption of this regime of Network Safety Inspections will not remove the need for the ad hoc inspection of specific defects in response to reported defects or complaints received from the Metropolitan Police, Council members or officers, other organisations or the public at large. All Network Safety Inspections will record details of the weather conditions, surface conditions and any unusual features of the method of inspection.

5.3 Safety Inspection Frequency

The Code of Practice prescribes a base level of inspection frequency, which is then to be tailored with regard to local factors. The frequencies adopted by the Council have been prepared after considering the circumstances prevailing within inner London generally and Hackney in particular, as part of the risk management process described above.
These frequencies are based on the network hierarchy categories and are as follows:

**Table depicting Safety Inspection Frequency**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Hierarchy Description</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road</td>
<td>Main Distributor</td>
<td>1 month</td>
</tr>
<tr>
<td></td>
<td>Secondary Distributor</td>
<td>1 month</td>
</tr>
<tr>
<td></td>
<td>Link Road</td>
<td>3 months</td>
</tr>
<tr>
<td></td>
<td>Local Access Road</td>
<td>3 months</td>
</tr>
<tr>
<td>Footway</td>
<td>Prestige Walking Zone</td>
<td>1 month</td>
</tr>
<tr>
<td></td>
<td>Primary Walking Zone</td>
<td>1 month</td>
</tr>
<tr>
<td></td>
<td>Secondary Walking Route</td>
<td>3 months</td>
</tr>
<tr>
<td>Cycleway</td>
<td>Part of Carriageway</td>
<td>As for Roads</td>
</tr>
</tbody>
</table>

Table Four

Although this schedule of frequencies for Network Safety Inspections is generally similar to the base level included in the Code of Practice, a number of departures have been adopted where particular circumstances dictate.

These circumstances relate to special usage or vulnerable users, such as:

- Access to schools, hospitals and medical centres.
- Vulnerable users or people with special needs – such as old people’s homes etc.
- Special events
- The scope of every scheduled Network Safety Inspection will include all highway defects and all other street scene defects.

All automatic traffic signals in the Borough are maintained by Traffic Technology Services (TTS), which is a division of Transport for London (TfL), and all reported defects will be passed on to them.

The majority of service box covers are the responsibility of the various public utility companies, and any defects arising there from, will be referred to the appropriate organisation. The Council does have the authority, if the statutory undertaker does not respond within a certain timescale, to carry out the necessary work and recover the cost from that undertaker. The Council is responsible for the maintenance of highway trees and vegetation and for enforcing the proper maintenance of others which affect users of the highway.
5.4 Safety Response Times

The categories of response times, which relate to the specific categories of defect and hierarchy, are as follows:

Category 1 - 2 hours (NRSWA response for emergency defects)
Category 2 - 24 hours
Category 3 - 7 days
Category 4 - 28 days
Category 5 - Current Scheme (56 days)
Category 6 - Future Scheme (proposal)
Category 7 - Record & Monitor
Category 8 - Refer to Others (i.e. utilities, landlords, enforcement etc.)
Category 9 - Duplicate (orders/complaints)
Category 10 – Cancelled (orders)
Category 11 – TfL responsibility (TLRN red routes)
Category 12 – No action required

Each defect will be assessed individually and, depending on the nature of the hazard that it presents, the inspector will determine the appropriate response as formerly shown. The Contractor is to make safe, temporarily repair, or sign and guard for defects falling under category 1 & 2. Categories from 3-5 will be a permanent repair. The other categories from 6-12 are self explanatory.

When programming repair work consideration will be given, where appropriate, to the viability of weekend working to avoid generating excessive disruption to traffic, both for pedestrians and vehicles on the network.

5.5 Serviceability Inspections

These are detailed inspections of individual elements of the highway network and, together with the Network Safety Inspections, are intended to identify emerging defects in network infrastructure which will affect its serviceability if left unattended.

The objective of the Network Serviceability Inspection regime is to ensure that particular elements of the network are fully serviceable to meet the needs of its users. They also fulfil a secondary role in providing a further opportunity for the identifying of defects that may compromise users’ safety. It should be noted that the serviceability inspection regime for footway, prestige walking zones, is to a far higher specification than all the other categories. Network Serviceability Inspections are to be carried out on foot, by trained personnel, at the required frequencies.
Network Serviceability Inspections also include inspections that relate to network availability and reliability, for regulatory purposes, such as those necessary under the New Roads and Street Works Act 1991 (NRSWA). Any defects that are identified during these inspections that are causing a danger will be assessed as category 1 or 2. All other repairs will either be included in programmed maintenance work or absorbed into the annual programmes for carriageway and footway reconstruction.

Network Serviceability Inspections should include the scope of Network Safety Inspections, as described above, but extended to consider the serviceability of the items assessed.

Network Serviceability Inspections should in addition to safety issues also consider the condition of the element and its contribution to the efficient operation of the network, rather than focusing merely on its condition, such as:

- Facilities for pedestrians, cyclists or people with special needs may be incomplete or inadequate
- Traffic signs may be obsolete or redundant and affect street clutter

### 5.6 Serviceability Frequency

The frequencies for Network Serviceability Inspections are based on the Network Hierarchy categories, as detailed below:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Hierarchy Description</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road</td>
<td>Main Distributor</td>
<td>12 months</td>
</tr>
<tr>
<td></td>
<td>Secondary Distributor</td>
<td>12 months</td>
</tr>
<tr>
<td></td>
<td>Link Road</td>
<td>12 months</td>
</tr>
<tr>
<td></td>
<td>Local Access Road</td>
<td>12 months</td>
</tr>
<tr>
<td>Footway</td>
<td>Prestige Walking Zone</td>
<td>12 months</td>
</tr>
<tr>
<td></td>
<td>Primary Walking Zone</td>
<td>12 months</td>
</tr>
<tr>
<td></td>
<td>Secondary Walking Route</td>
<td>12 months</td>
</tr>
<tr>
<td></td>
<td>Link Footway</td>
<td>12 months</td>
</tr>
<tr>
<td></td>
<td>Local Access Footway</td>
<td>12 months</td>
</tr>
<tr>
<td>Cycleway</td>
<td>Part of Carriageway</td>
<td>As for Roads</td>
</tr>
</tbody>
</table>

**Table Five**

Each road, footway or cycleway in the Borough will be allocated to one of the categories and inspected accordingly.
5.7 Sustainability Inspections

These are essentially structural condition surveys to identify defects in individual elements of the highway that, if left untreated, will detract from the notional value of that element through the deterioration of its structural integrity.

It is intended that the system to be selected for recording the inspection and survey data complies in the manner described above, and integrating it with information relating to the network's characteristics and use, will eventually permit automated analysis of maintenance needs. Such a system should also be able to facilitate the recording of requests and complaints from the public, as well as from other sources, as well as logging any action or non-action undertaken.

Network Sustainability Inspections are undertaken to determine the nature and severity of deterioration in the structure of carriageways and footways to enable the most cost-effective maintenance treatment to be selected.

The inspection techniques used in Hackney have to be selected with regard to its traffic flows, parked vehicles and pedestrian usage, as well as the often-limited information about the specifications to which the existing roads were constructed. Accordingly, the survey methods currently used in the Borough are:

- Coarse visual inspection (CVI)
- Detailed visual inspection (DVI)
- Wet skid resistance (SCRIM).
6 NETWORK STANDARDS & INVESTIGATORY LEVELS

The intervention levels currently utilized are set out below:

6.1 Carriageways:

- pothole/spalling: 20mm depth
- crowning: as for NRSWA CoP
- Depression: as for NRSWA CoP
- rutting: 20mm
- gap/crack: 20mm depth (20mm wide)
- sunken ironwork: 20mm level difference
- trip/pothole on pedestrian crossing: 20 mm
- missing/defective anti-skid surfacing: yes
- dislodged kerb: 20mm horizontally or vertically
- missing kerb: yes
- hazardous broken/cracked cover: yes
- hazardous worn/polished cover: yes
- missing cover: yes
- hazardous leaking cover: yes
- Ironware framework: 20 mm level difference

The Council's "MARCH" computer system, (A software system used throughout the UK to interrogate in order to ascertain road condition and produce BVPI for highways), also has an integral weighting system for these defects which results in an overall, defect score, for every section of road. Prioritisation of schemes for resurfacing links directly to the score, with the higher the score the higher the priority.
6.2 Footways & Crossovers

- trip/pothole  20mm depth
- rocking slab/block  20mm vertical movement
- open joint  20mm depth (200mm length)
- defective coal plates/basement lights etc  20mm trip or glass missing
- tree root damage  20mm trip
- sunken ironwork  20mm level difference
- "bubbled" mastic asphalt surfacing  20mm trip
- loose/rocking kerb  20mm vertical movement
- missing kerb  yes
- hazardous broken/cracked cover  yes
- hazardous worn/polished cover  yes
- missing cover  yes
- hazardous leaking cover  yes (report to utility if not LBH)
- Iron ware framework  20 mm level difference.

The Council's "MARCH" computer system has an integral weighting system for these defects which results in an overall defect score for every section of footway. Prioritisation of footway repair/replacement schemes links directly to the score, with the higher the score the higher the priority. In reference to private forecourts these will be noted, made safe in the case of extreme defects and referred to the relevant owner/s.

6.3 Winter Maintenance

The Council's Winter Maintenance Programme is designed to deal with those main carriageway routes, including bus routes and other routes which are susceptible to icy conditions and therefore can be identified as hazardous to pedestrians and traffic.

Footway routes are currently the responsibility of the Cleansing Division for winter maintenance purposes.

A programme of carriageway gritting will be implemented following the advice of the meteorological weather office.
6.4 Highway Drainage

- missing gully grate: yes
- hazardous blocked gully: yes
- hazardous broken/cracked gully grating: yes
- standing water in footway: full width of footway 1hr after cessation of rain
- Standing water in carriageway: 1m width from kerb 1hr after cessation of rain.

It is not possible to set standards for when drainage improvement schemes will be undertaken as the inclusion of a scheme in the approved programme will depend on its priority as determined by risk assessment and the budget available. Criteria for drainage investigations will include historical information and could incorporate CCTV surveys.

All gullies and catch-pits on the Borough's highways will be cleaned and emptied at not greater than one year intervals. The frequency of emptying will be increased to six monthly intervals, for areas where necessary, to ensure the safety or serviceability of the network. And, in street market areas of the Borough, gullies will be emptied and cleaned three times each year.

6.5 Arboriculture

Safety issues in regard to trees and branches overhanging carriageways are dealt with in conjunction with the Council's Arboriculture Officer. Other safety related defects are determined by risk assessments and are to be reported to the Council’s Arboriculture Officer. Items to be inspected for possible defects, together with corresponding investigatory levels, include:

- tree root lifting footway: 20mm level difference (from pit edge)
- tree obscuring sign or luminaire: yes
- trees overhanging carriageway: exceptional circumstances
- trees overhanging footways: 2.1m height clearance
- vegetation obstructing visibility: yes
- Low fill level in tree pit: 20-50mm level difference.

As environmental considerations may result in tree canopies being lower than normal recommended minimum heights and tree trunks overhanging carriageway edges, the extent of highway safety inspections in respect of trees overhanging carriageways is to observe circumstances out of the ordinary.

The Council’s grassed highway verges will be mown every two weeks during the growing season (March to October) and will be cleared of litter at the same time. Planted areas of the highway will be weeded, cleared of litter and generally tidied.
once a month from March to October. The general cleaning of these sites will continue to be the responsibility of Street Cleansing within the Environment Division.

6.6 Street Sweeping and Cleansing

Safety related incidents identified through safety inspections are recorded and referred to the Cleansing Division or Enforcement Department as follows:

- oil/diesel spillage area >300mm diameter
- detritus causing a hazard yes
- all fly tips on public highway yes

6.7 Lines and Markings

Mandatory markings and junction markings are inspected as part of the highway inspection system. Defects and defect repairs arising from safety inspections (or safety defects arising from service inspections) are determined by risk assessments. Items to be inspected for possible defects, together with corresponding investigatory levels, are:

- Carriageway markings 30% loss of effective marking.

6.8 Fences and Barriers

Defects and defect repairs arising from safety inspections (or safety defects arising from service inspections) are determined by risk assessments. Items to be inspected for possible defects are:

- damaged item causing a hazard
- missing item causing hazard
- Misaligned item causing a hazard

In addition, whenever substantial damage is occasioned to safety fences, guard rails and pedestrian barriers as a result of vehicle collision, this should be risk assessed for safety repairs.

6.9 Traffic Signs and Bollards

Defects and defect repairs arising from safety inspections (or safety defects arising from service inspections) are determined by risk assessments. Items to be inspected for possible defects:
damaged item causing a hazard
misaligned item causing a hazard
missing item causing a hazard
defective item causing a hazard
obscured/dirty/faded item causing a hazard

6.10 Street Lighting

All operative personnel are to have undertaken training or familiarisation of the works and inspection required. Personnel must sign the relevant method statement for the specific works. Items to be inspected for possible defects:

- damaged column or luminaire
- misaligned column or luminaire
- column door missing
- unit alight during hours of daylight
- other defects causing a hazard

Reference should be made to the Street Lighting Policy for more detailed information.

6.11 Bridges

There is a consistent inspection regime for bridges within the borough, which entails a six yearly cycle. These consist of Principal, General and Superficial inspections, together with Bridge assessment, from which a strengthening and maintenance programme is adopted.

The Bridge section also deals with abnormal loads travelling through the borough.

7. BUSINESS MANAGEMENT

7.1 Performance Management

The Council is committed to the principal of Best Value and, as such, will seek to monitor both its own performance and that of its service providers.

The following objectives have been identified as potential SMART Goals for Continuous Improvements to be made in the delivery of its highway maintenance operations:

- Annually review and update this Policy Document
- Annually review and update the Highways and Engineering 5 year plan
- Annually review and update the Highway Network Inventory
- Annually review and update the Highway Network Hierarchy
- Instigate electronic data capture for survey data

7.2 Customer Care

The Council is committed to improving the way in which it communicates with its residents. It has established a number of ways in which the public can be involved in Council work and decisions, ranging from taking part in scrutiny panels, to attending neighbourhood forums. The Council is currently looking at these arrangements and collecting regular feedback in order to improve the service.

7.3 Quality Management

The Council is currently working towards the long-term objective of implementing a Quality Management System complying with BS EN ISO 9001:2000.

7.4 Procurement Policy

The Council has a Corporate Procurement Strategy, which is focused on delivering "Best Value". In the longer-term, however, highway maintenance contracts will have a more collaborative approach and be performance specification based.

8 MATERIALS AND TREATMENTS

8.1 Technical Specifications and Guidance

The Council’s technical specifications for highway maintenance are based on the "Specification for Highway Works" and "Design Manual for Road and Bridge Works" as published by The Stationery Office. These documents are updated quarterly and represent the Department for Transport's interpretation of current "best practice" in the highway industry. The design of street furniture and selection of some surfacing materials will be undertaken with reference to the Public Realm Design Guide.

8.2 Recycling

The Council recognises the importance of protecting the environment and is committed to doing what it can to safeguard the future. The Council will carefully consider, whenever commercially viable, the use of products and services that:
are not recognised as being harmful to the environment
- are, where appropriate, selected from sustainable material sources
- are recycled, or are recyclable. (For example soil stabilisers are currently being allowed for trench reinstatement)

8.3 Pollution

The Council recognises the importance of reducing pollution and the Highways and Engineering Team deprecates or disallows certain activities that are known to be hazardous. For example, the removal of road markings using a thermal lance will not be permitted, due the significant levels of noise, dust and waste gases generated by the use of such equipment.

8.4 Nature Conservation and Biodiversity

The Council recognises the importance of nature conservation and biodiversity and the Highways and Engineering Team currently take specialist advice on such matters from the Council's Parks & Open Spaces Department.