Appendix C

Royal Borough of Windsor and Maidenhead

Highways & Transport

HIGHWAY MAINTENANCE MANAGEMENT PLAN (HMMP)

Highways & Transport
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Abbreviations

The following abbreviations are used in this plan:

HMMP	Highway Maintenance Management Plan
NRSWA	New Roads and Street Works Act
NSG	National Street Gazetteer
PMS	Pavement Management System
PROW	Public Right of Way
SCANNER	Surface Condition Assessment
HAMP	Highway Asset Management Plan
TRMM	BD63/07 & BD63/17 from the Design Manual for Roads & Bridges
UKPMS	UK Pavement Management System
COP	Code of Practice for Well-managed Highway Infrastructure 2016
RBWM	Royal Borough of Windsor and Maidenhead

EXECUTIVE SUMMARY

The Royal Borough of Windsor and Maidenhead has a statutory duty to manage and maintain the public highway network within the borough. The network is the single most important and valuable asset managed by RBWM. Well maintained highways are essential to residents and visitors alike. The network contributes to the delivery of RBWM's strategic objectives and the shared priorities of national and local government.

Efficient transport links are vital for a thriving population and economy, providing access to employment, education, healthcare, retail outlets, and leisure and to all the other services and supplies we rely upon to support our needs. Maintenance of the network is vital to ensure it can continue to provide the principal element of the overall transport network.

The HMMP sets out RBWM's approach to providing guidance on the policies and procedures informing our highway maintenance practices. It is based upon the COP, published by the Roads Liaison Group with the support of the Department of Transport. The HMMP seeks to follow the framework and recommendations of the COP whilst recognising the need for regular review and amendment to reflect local circumstances. The COP introduced a risk-based approach to maintaining our highway assets. RBWM has adopted a staged approach to delivering the COP, reviewing all aspects of the code and amending some aspects of the current policy and practices accordingly.

The HMMP recognises that our highway maintenance cannot operate in isolation from RBWM's other functions and responsibilities. The underpinning strategy demands a logical and systematic approach to achieve value for money and continuous improvement. It encompasses our statutory duties, the wish to maintain and enhance the value of the network asset and the necessity to be responsive to the needs of the community.

Section 1: Introduction

1.1 Introduction

The highway network is a key and highly visible community asset supporting both the local and national economy and contributing to the character and environment of RBWM. The importance of highway maintenance and its relevance to the management of the highway network for all transport users, requires an increased emphasis on management and systems to support service delivery.

The HMMP set out the policies, strategies and processes which shape the way RBWM will develop and deliver its highway network maintenance service. The HMMP is continually reviewed and changed to reflect the COP and RBWM's needs.

The COP introduced 36 recommendations based upon the three core objectives of highway maintenance:

- network safety
- network serviceability
- network sustainability

The HMMP seeks to capture these by the development of a risk-based approach of highway infrastructure maintenance to:

- maintain safety for all users of the network;
- support community safety and accessibility;
- maintain the value of the network asset;
- ensure consistent and appropriate maintenance standards throughout the network with regard to strategic importance and usage;
- maintain, so far as possible, safe and efficient traffic movement throughout RBWM by coordinating works in the highway;
- ensure optimum use of available funds;
- facilitate technical and financial monitoring to establish network condition trends and assessing performance against expenditure;
- ensure that all highway maintenance is carried out with due regard for the community served and the local environment;
- implement the recommendations and principles outlined in the COP and continuing development of our current systems and practices;
- promote the constant review of policies and standards to ensure continual development of network maintenance strategies;
- provide a systematic approach to decision making within a consistent framework of policies, standards and procedures;

- provide a uniform and common basis for assessing maintenance needs and resource requirements.

1.2 Sustainability

Highway maintenance and new construction has a direct effect on the five priority areas of sustainable consumption and production, climate change and energy, natural resource protection and environmental enhancement and sustainable communities in the following ways:

- they consume large quantities of aggregates and generate large quantities of waste;
- the extraction, processing and transporting of these materials is a significant source of greenhouse gas emissions, particularly in the production of cement and asphalt;
- the use of primary aggregates in preference to recycled or secondary aggregates results in depletion of irreplaceable natural resources and damage to the environment where the aggregates are located;
- the incorrect use of materials can result in pollution of the environment.

For highway maintenance and construction to be sustainable, there needs to be a focus on recycling materials from the existing road wherever possible, using imported recycled or secondary aggregates where appropriate, and choosing techniques that will reduce the level of carbon emissions.

Decisions made and the approach taken by RBWM and its contractors are therefore crucial in contributing to achieving sustainability in highway maintenance and construction. Sustainability in highway maintenance and construction means living within our environmental limits whilst achieving a sustainable economy.

1.3 Legal Framework

Much of highway maintenance activity is based upon statutory powers and duties contained in legislation and precedents developed over time as a result of claims and legal proceedings. The following Acts and Regulations place mandatory requirements on RBWM (this is not an exhaustive list):

• Highways Act 1980
• Environmental Protection Act 1990
• New Roads and Street Works Act 1991
• Road Traffic Reduction Act 1997
• Road Traffic Reduction (National Targets) Act 1998
• Control of Pollution Act 1974
• Land Drainage Act 1976
• Health and Safety at Work Act 1974
• Traffic Signs Regulations and General Directions 1994 & 2002
• Environment Act 1995
• Countryside and Rights of Way Act 2000

• The Noxious Weeds Act 1959
• Road Traffic Act 2000
• The Transport Act 2000
• Rights of Way Act 1990
• Disability Discrimination Act 1995
• Human Rights Act 1998
• Freedom of Information Act 2000
• Management of Health and Safety at Work Regulations 1992
• Construction (Design and Management) Regulations 2015
• Railways and Transport Safety Act 2003
• Traffic Management act 2004
• Local Authorities (Transport Charges) Regulations 1998

Other guidance and advice on the management and implementation of highway maintenance include:

• European and British Standards
• Pesticides Regulations
• European Noise Directive
• Department for Transport Design and Advice Notes
• Well-Managed Highway Infrastructure – Code of Practice for 2016
• The Institute of Highway Engineers: Well Managed Highway Liability Risk 2017
• Highway Infrastructure Asset Management 2013

It is the statutory duty of the highway authority to maintain that part of the highway defined as being maintainable at public expense. This duty is consolidated in Section 41 of the Highways Act 1980.

Under Section 56 of the Act any person may apply to the courts for an order requiring the highway authority to take remedial action in cases of alleged non-repair by that authority that may also face action for damages resulting from failure to maintain the highway.

Section 58 provides that in the event of an action it shall be a defence to show that the road was kept in a reasonable state of repair having regard for the traffic using it, the standard of maintenance appropriate to its use and public safety.

Section 150 requires the highway authority to clear obstructions from the highway resulting from the accumulation of snow or from the falling down of banks on the side of the highway, or from any other cause.

Section 41 expressly includes snow and ice in a Highway Authority's statutory duty to maintain the highway. Section 41(1A) states 'In particular, a highway authority are under a duty to ensure, as far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice.'

The NRSWA is an enabling Act setting out the duties of RBWM as a Street Authority to co-ordinate and regulate works carried out in the highway by any organisation. Road openings in the highway executed by statutory undertakers under the provisions of the NRSWA are backfilled and maintained by the organisation making them. The role of

the highway authority is mainly that of coordinating and controlling road works and designating traffic sensitive routes and structures of special engineering difficulty.

The Traffic Management Act 2004 introduces a number of provisions including local authority duty for network management, increased control of third party works and increased civil enforcement of traffic offences.

The most important feature of this Act is Section 16(1) which establishes a duty for local traffic authorities 'to manage their road network with a view to achieving, so far as may be reasonably practicable having regard to their other obligations, policies and the following objectives:

- securing the expeditious movement of traffic on the authority's road network;
- facilitating the expeditious movement of traffic on road networks for which another authority is the traffic authority.'

Section 31 of the Act specifically states that the term 'traffic' includes pedestrians, so the duty requires the authority to consider all road users. The duty is not limited to the actions of the department responsible for traffic within an authority. Local authorities will need to consider the duty when exercising their powers under any legislation where this impacts on the operation of the network. Authorities should therefore ensure that the whole organisation is aware of the duty and the implications for them.

1.4 Network Inventory

The Highways Act 1980 requires the keeping of a register of roads that are maintainable at public expense. There is also a requirement under NRSWA to maintain information for the purpose of:

- Identifying streets described as traffic sensitive where work should be avoided at certain times of the day.
- Identifying structures under or over the street which need special consideration when work is planned.
- Identifying reinstatement categories used by Statutory Undertakers in the reinstatement of their street works.

This information is maintained and updated on a regular basis to take account of new developments and/or amendments to the network, all within the framework of the NSG. The information is in a format that can be electronically accessed by statutory undertakers.

1.5 Network Hierarchy

The network hierarchy is the foundation of a coherent, consistent and auditable maintenance strategy. The hierarchy adopted for RBWM reflects the needs, priorities and actual use of each road in the network. It is also important that local hierarchy is dynamic and regularly reviewed to reflect changes in network characteristics and use.

The COP defines hierarchies for carriageways, footways and cycleways as presented in the tables below.

Carriageway Hierarchy

Category	Hierarchy	Type of Road	Description
1	Motorway M4 A308(M)/ A404(M)	Limited access motorway regulations apply.	Routes for fast moving long distance traffic. Fully grade separated and restrictions on use. Maintained by the Highways England.
2	Strategic route	Principal "A" roads between primary destinations.	Routes for fast moving long distance traffic with little frontage access or pedestrian traffic. Speed limits are usually in excess of 40 mph and there are few junctions. Pedestrian crossings are either segregated or controlled and parked vehicles are generally prohibited.
3a	Main distributor	Major urban network and inter–primary links. Short/medium distance traffic.	Routes between strategic routes and linking urban centres to the strategic network with limited frontage access. In urban areas speed limits are usually 40 mph or less, parking is restricted at peak times and there are positive measures for pedestrian safety.
3b	Secondary distributor	Classified (B & C) roads and unclassified urban bus routes carrying local traffic with frontage access and frequent junctions.	In residential and other built up areas these roads have 20 or 30 mph speed limits and very high levels of pedestrian activity with some crossing facilities including zebra crossings. On street parking is generally unrestricted except for safety reasons. In rural areas these roads link the larger villages, bus routes and HGV generators to the strategic and main distributor network.
4a	Link road	Roads linking between the main and secondary distributor network with frontage access and frequent junctions.	In urban areas they are residential or industrial interconnecting roads with 30 mph speed limits, random pedestrian movements and uncontrolled parking. In rural areas these roads link the smaller villages to the distributor roads. They are of varying width and not always capable of carrying two-way traffic.

4b	Local access road	Roads serving limited numbers of properties carrying only access traffic.	In rural areas these roads serve small settlements and provide access to individual properties and land. They are often only single lane width and unsuitable for HGV. In urban areas they are often residential loop roads or cul-de-sacs.
5	Minor roads	Little used roads serving very limited numbers of properties.	Locally defined roads.

Footway Hierarchy

Category	Category Name	Description
1a	Prestige walking zone	Very busy areas of towns and cities with high public space and streetscene contribution.
1	Primary walking route	Busy urban shopping and business areas and main pedestrian routes linking interchanges between different modes of transport such as railways and underground stations, bus stops etc.
2	Secondary walking route	Medium usage routes through local areas feeding into primary routes, local shopping centres, large schools, industrial centres etc.
3	Link footway	Linking local access footways through urban areas and busy rural footways.
4	Local access footway	Footways associated with low usage, short estate roads to the main routes and cul-de-sacs.
5	Minor footways	Little used rural footway serving very limited numbers of properties.

These designations are not directly matched to the national classifications such as A, B, or C class roads and the required designations as stipulated by the NRSWA. It was never intended that these hierarchies be the same as they cover different aspects of network traffic and purpose. A reasonable correlation has been established between these and other designations[1].

[1] The COP requires a review of all carriageways, footways and cycleways to ensure compliance with the above hierarchies. RBWM completed this exercise in March 2019 and has set a new safety inspection routine based upon this hierarchy for July 2019.

Cycleway Hierarchy

The categories suggested for cycle routes are shown in the following table. They are categorised not by use or functionality but by location, which reflects the differing risks associated with shared, partially segregated and fully segregated cycle routes.

Description
Cycle lane - forming part of the carriageway, commonly a strip adjacent to the nearside kerb. Cycle gaps at road closure point (no entry to traffic, but allowing cycle access).
Cycle track - a highway route for cyclists contiguous with the public footway or carriageway. Shared cycle/pedestrian paths, either segregated by a white line or other physical segregation, or un-segregated.
Significant cycle flows - no specific provision on the carriageway for cyclists but routes are known to be popular cycle routes for example commuter cycle routes.
Cycle trails, leisure routes through open spaces - these are not necessarily the responsibility of the Highway Authority, but may be maintained by an authority under other powers or duties.

Section 2: Inspection, Assessment and Recording

2.1 Inspection Categories

An effective regime of inspection, assessment and accurate recording is a crucial component of highway maintenance. This regime provides the basic information for addressing the core objectives of highway maintenance: network safety, network serviceability and network sustainability. It will also provide condition data for the development of programmes for maintenance as part of the wider HAMP.

The network inspection regime in RBWM consists of three types of inspection and surveys:

Network Safety
The inspection and assessment regime seeks to ensure that the network is in a safe condition and that safety related defects are dealt with at defined intervals and response times. Maintenance works are planned and supervised to ensure safety for all affected parties and appropriate treatments are designed to minimise risks and intervention throughout the lifecycle of the asset.

Network Serviceability
The availability of the network is maximised through effective co-ordination and by the allocation of appropriate resources. The maintenance regime is designed to keep to a minimum the occurrence of unplanned lane closures. Intervention treatments are designed to maintain or enhance the value of the asset. The activities of the statutory undertakers are regulated. The winter maintenance service deals with snow and ice.

Network Sustainability
The design of maintenance treatments considers whole life cost issues, the effect on the environment and accessibility for all.

2.2 Network Safety Inspections

Using a risk-based approach RBWM will use the following criteria to assess inspection frequency:

1. Category within the network hierarchy;
2. Traffic characteristics and trends;
3. The number of orders being raised on inspection;
4. Special designation of routes e.g. traffic sensitive streets, temporary diversions.

This is not an exhaustive list. To ensure the inspection programme is dynamic and responsive to local conditions, the inspector also uses their discretion based on any additional local factors.

The frequencies set out in the tables below should be regarded as a starting point which may be modified following consideration of the above. Carriageways adopted as publicly maintainable are to be inspected in accordance with the following frequencies.

Where driven and walked inspections are due on a simultaneous date the walked inspection takes preference:

Category Name	Category	Inspection Frequency	Method of Inspection	Maximum Interval Between Inspections
Strategic route	2	1 month	driven	6 weeks
Main distributor	3(a)	1 month	driven	6 weeks
Secondary distributor	3(b)	3 months	driven	16 weeks
Link road	4(a)	6 months	driven	30 weeks
Local access	4(b)	12 months	driven	60 weeks
Minor roads	5	12 months	driven	60 weeks

Footways and footpaths adopted as publicly maintainable are inspected in accordance with the following frequencies:

Category Name	Category	Inspection Frequency	Method of Inspection	Maximum Interval Between Inspections
Prestige walking zone	1a	2 week	walked	4 weeks
Primary walking route	1	1 month	walked	6 weeks
Secondary walking route	2	3 months	walked	16 weeks
Link footway	3	6 months	walked	30 weeks
Local access footway	4	12 months	walked	60 weeks
Minor footway	5	12 months	walked	60 weeks

Cycleways adopted as publicly maintainable will be inspected, in accordance with the following frequencies:

Category Name	Inspection frequency	Method
Cycle lane forming part of carriageway	As for roads	driven
Cycle track	As for footways	cycled or walked
Significant cycle flows on carriageway	As for roads	driven

Highway assets such as traffic signs, road markings, highway trees, gully and manhole covers etc. will be inspected for safety during the routine inspection.

Frequencies should be regarded as minimum values, with enhanced frequencies being determined by a simple risk assessment of these factors, carried out by an inspector in consultation with their supervisor as per the below:

Risk assessment for variation in inspection frequency

Road no.

From: To:

Circumstances giving rise to the need to vary the inspection frequency:

Existing inspection frequency:

Proposed inspection frequency:

Period of varied inspection frequency:

Completed by: Date:

Endorsed by: Date:

The maximum intervals shown in the table are applied to take account of variations in the available resources and the demands of any adverse weather. It should be noted that in periods of prolonged extreme weather, it may not be possible to achieve these on all occasions for all classes of inspection category.

In the case of highway surfaces being obscured by flood water or snow to such an extent that an inspection cannot take place within the maximum interval an inspection will be carried out as soon as possible after the obstruction has cleared.

2.3 Defect Categories and Priority Response Times

Safety inspections are designed to identify all defects likely to create a danger or serious inconvenience to users.

On site judgement will always need to take account of particular circumstances, for example the degree of risk from a defect depends upon not merely its depth but also its surface area and location. Any item with a defect level which is near to, or is in excess of, the defect investigatory level is to be assessed for likely risk.

It should be noted that the term 'investigatory level' has been used deliberately to infer that there is no expectation that repair action will necessarily be taken following the investigation. This is not an 'intervention level'. Rather the action to be taken will be determined by the dynamic risk assessment undertaken during the site inspection.

The degree of deficiency in highway elements will be crucial in determining the nature and speed of response.

Using this risk-based approach it means where an inspector deems a defect does not pose a danger or serious inconvenience and a repair is not necessary, it does not need to be recorded or repairs made. However, the rationale behind any decision may be required at a later date and this will need to be produced on demand.

RBWM policy is that all repairs are permanent but if this cannot be arranged within each timescale the defect will temporarily be made safe or signed/barriered off.

Defects are defined in three categories:

Category 1
Those that require prompt attention because they represent an immediate or imminent danger or serious inconvenience, or because there is a risk of short-term structural deterioration.

Category 2
Those which are deemed not to represent an immediate or imminent danger, serious inconvenience or risk of short-term structural deterioration. Such defects may have safety implications but are not required to be urgently rectified. Access requirements, other works on the road network, traffic levels, and the need to minimise traffic management should be considered as part of the overall assessment regarding response time.

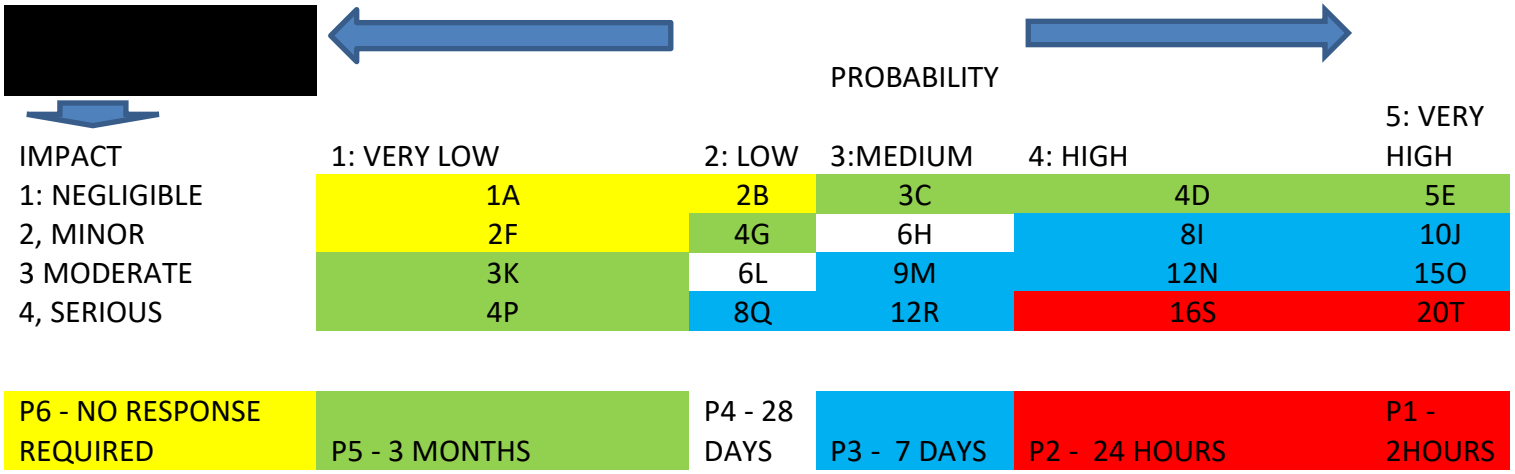
Category 3
Where an inspector deems a defect does not pose a danger or serious inconvenience, a repair is not necessary.

Therefore, where a defect is identified, a risk assessment then identifies the overall seriousness of the risk and the appropriate speed of response to remedy the defect.

Inspectors have full discretion to escalate the response if they consider it necessary given the character of the defect and its location.

The priority response time for dealing with a defect is determined by reference to the risk response matrix table:

Risk Response matrix



2.4 Network Serviceability Inspections

Service inspections are primarily intended to identify deficiencies compromising the overall reliability, quality, comfort and ease of use of the network, from the user's point of view. These mainly comprise more detailed inspections tailored to the requirements of highway elements to ensure that they meet requirements for serviceability. Service inspections for carriageways, footways and cycleways will generally be undertaken at less frequent intervals than safety inspections. These will be carried out as appropriate for the various functions as set out in Section 3: Policy and Levels of Service.

2.5 Network Sustainability Surveys

A regime of condition assessment surveys has been developed to meet the following objectives;

- To comply with national legislation and any national indicators.
- To establish an objective measure of the current condition of the highway pavement asset.
- To aid development of planned maintenance programmes.

Survey methods to reflect the different requirements of the network include:

- Skidding resistance
- Traffic-speed condition (SCANNER[2] - Surface Condition Assessment)
- Coarse Visual Inspection (CVI survey)

(i) A skid resistance survey will be carried on all classified roads (A, B, C roads) every year, with a reassessment of the investigatory level each time a road is surveyed as per the contract. A detailed investigation will be undertaken where the skidding resistance of a site has fallen to or is lower than the pre-determined investigatory level for that site. Treatment should be prioritised if the skidding resistance is significantly below this level, or if the number of accidents or proportion of accidents in wet conditions, or that involving skidding, is greater than normal.

(ii) A SCANNER survey will be carried out on all classified roads (A, B, C roads) every year.

(iii) CVI's will be carried out on unclassified roads every four years (a quarter of the network each year).

Sustainable treatments are looked at on a scheme by scheme basis. Noise reducing materials are used on highly trafficked roads that are in residential areas for example stone mastic asphalt (SMA) and all plainings are recycled.

[2] SCANNER is a machine survey carried out at traffic-speed and includes the collection and processing of road surface cracking data in addition to GPS location referencing and detailed measurement of transverse profile as well as measurements of longitudinal profile, surface texture and road geometry.

Section 3: Policy and Levels of Service

3.1 Carriageways

Policy

Haunching
Haunching works are carried out to strengthen and repair the edges of the carriageway where no kerb is present.

Funds for haunching will be allocated on a priority basis following a site assessment and taking into account the category of road.

Kerbs and Channels
The purpose of kerbs is to protect pedestrians, to provide a channel for surface water and to support the edge of the carriageway.

Apart from urgent repairs undertaken for safety reasons, kerbs or channels will normally be replaced in association with another carriageway or footway works. In all such works provision should be made for dropped kerbs to assist people with mobility handicaps or disabilities in accordance with current codes of practice and opportunities for installing vehicular crossings should also be afforded to adjacent occupiers.

Joint Sealing
The objective is to optimise the life expectancy of a carriageway by sealing its joints against ingress of water.

Joint sealing to be undertaken as funds permit with priority being given to category 2,3a and 3b roads.

Highway defects once notified will be assessed. Any repairs identified as necessary will be programmed in accordance with RBWM's adopted priority response times.

Level of Service

The level of service is defined as follows:

- Haunching will not normally be undertaken on kerbed roads.
- Haunching in un-kerbed category 2,3a and 3b roads will normally only be undertaken as part of a reconditioning programme.
- Localised haunching (50m in length or less) may be carried out as part of Basic Structural Maintenance where it is considered necessary for safety reasons.
- Joints and cracks in carriageways of flexible construction to be sealed as required subject to the road not being included in a reconditioning or improvement programme.

- Due regard must be taken of the NRSWA procedures in respect of those reinstatements that are within the guarantee period and are still the responsibility of the Undertaker.

- Existing trenches or reinstatements which have a level difference greater than that identified in the code of practice in relation to the surrounding carriageway to be repaired with the priority to be determined in relation to the nature of the defect and in accordance with RBWM's adopted priority response times.

- Minor Highway defects such as areas of minor crazing, fretting and isolated weak areas to be patched as a part of a patching programme, subject to the road not being included in a reconditioning or improvement programme.

- Resurfacing of category 2,3a and 3b roads will normally only be undertaken as part of a reconditioning programme.

- Resurfacing of category 4a, 4b and 5 roads should be considered where it is more economical to do so rather than undertake extensive patching or pothole repairs, subject to the road not being included in a reconditioning or improvement programme and subject to the budget available

- It is not possible to set standards for when carriageway re-conditioning and surface treatments will be undertaken as the inclusion of a scheme in the carriageway reconditioning programme will depend on its assessed priority and on the budget available.

- Surface dressing will be used on skid deficient roads in rural areas to maintain carriageway integrity in roads that structurally sound but is required to protect the surface course of the carriageway and prolong asset life.

- Any RBWM covers, gratings or boxes which have a level difference to the surrounding carriageway that poses a risk to users to be re-set with the priority to be determined in relation to the nature of the defect and will be programmed in accordance with RBWM's adopted priority response times.

- Third party apparatus for example manhole, inspection chamber, valve covers and the like which are defective and pose a risk to users will be reported to the responsible third party for action using the processes within p.17.

3.2 Footways and Cycleways

Policy

The objective is to repair defective areas of footways and cycleways to provide a surface for pedestrians and cyclists which is free from hazardous defects. To ensure highway safety is maintained by undertaking continual programmes of pothole and patching repairs.

Accessibility Improvements
The objective is to provide dropped kerbs and tactile information where appropriate to ensure that the highway is accessible to all and that health and safety is maintained by providing tactile information.

Footway Reconditioning
The objective of reconditioning work is to restore the footway to its original standard. Schemes for inclusion in the annual reconditioning programme will be decided on a priority basis in accordance with the results of condition and usage assessments.

Level of service

The level of service is defined as follows:

- Footway reconditioning. It is not possible to set standards for when footway reconditioning will be undertaken as the inclusion of a scheme in the footway reconditioning programme will depend on its assessed priority and on the budget available.

- Due regard must be taken of the NRSWA procedures in respect of those reinstatements that are within the guarantee period and are still the responsibility of the Undertaker.

- Existing trenches or reinstatements which have a level difference in relation to the surrounding area to be repaired with the priority to be determined in relation to the nature of the defect and in accordance with RBWM's priority response times.

- Areas of minor crazing, fretting and bumps or depressions to be patched as part of a patching programme taking account of the reconditioning programmes.

- Footway reconditioning or complete resurfacing should be considered where it is more economical to do so rather than undertake extensive patching or pothole repairs, subject to the footway or cycleway not being included in a reconditioning or improvement programme and subject to the budget available.

- Any RBWM covers, gratings or boxes which have a level difference to the surrounding footway that poses a risk to users to be re-set with the priority to be determined in relation to the nature of the defect and will be programmed in accordance with RBWM's adopted priority response times.

- Third party apparatus for example manhole, inspection chamber, valve covers and the like which are defective and pose a risk to users will be reported to the responsible third party for action using the processes within p.17.

3.3 Public Rights of Way

All public rights of way in RBWM are inspected on a three-year rolling programme by the East Berks Ramblers on RBWM's behalf. These inspections cover the following:

- signposting off the road in accordance with section 27 of the Countryside Act 1968 and to the extent necessary to allow users to follow the path;

- free from unlawful obstructions or other interference (including overhanging vegetation);

- surface and lawful barriers (e.g. stiles, gates etc.) in reasonable repair.

Defects that are reported to RBWM, either through routine inspections or by members of the public, will be investigated. Where they are deemed to pose a safety hazard, they will be repaired in accordance with the priorities set out in RBWM's Milestone Statement.

Maintenance and enforcement
Maintenance and enforcement is defined as follows:

- Obstruction to footways and footpaths shall not be permitted below 2.4m in height for the entire width of the footway/footpath;

- Obstruction to carriageways shall not be permitted between points 450mm beyond the kerb line and 5.3m above the highest point of the carriageway.

- Where necessary formal notice will be served on landowners under the appropriate statute should there be an obstruction adversely affecting a right of way.

- If they fail to respond the obstruction shall be removed and the costs incurred recovered. Prosecution under Section 137 of the Highways Act 1980 will also be considered, particularly for persistent offenders.

- When a bridge crossed by a right of way requires maintenance RBWM's bridge specialists should be consulted to specify the works.

- Maintenance of and requests for new gates and stiles on public paths is dealt with under Section 146 and 147 of the Highways Act 1980. Gates should be capable of being opened from a mounted horse. New stiles or gates can be authorised where the land is to be used for agriculture or forestry and to prevent the ingress or egress of animals on both footpaths and bridleways. Barriers,

rails and fences may also be provided to safeguard people using footpaths (Section 66(3) of the Highways Act 1980).

- All other powers open to the Highway Authority in relation to rights of way should be considered as necessary.

- All works carried out on behalf of the Highway Authority (including those undertaken by authorised volunteers) should comply with RBWMs Rights of Way Practice Advice Notes applicable at the time.

- Improvements sought solely by owners of property served by rights of way can be authorised on the understanding that they carry out the works to an agreed specification at their own cost, and any maintenance thereafter to that improved standard would continue to fall on them.

- Maintenance of rights of way over and above the standards required for the level of public use where these rights of way are, for example, over private streets or unadopted highways, shall be at the expense of the adjacent property owners.

3.4 Highway Drainage

Policy

Drainage and Ironware
The objective of highway drainage is to ensure that water is removed from the highway as quickly as possible and is not allowed to pond or penetrate to the foundations of the road.

To undertake any necessary minor works to ensure that existing drainage systems continue to function to their full capacity and where funds are available to assess more major schemes individually for inclusion in a drainage maintenance/improvement programme.

Drainage Cleansing
The objective is to ensure that surface water is removed from the carriageway as quickly as possible by ensuring that all highway drainage is functioning efficiently.
To undertake the appropriate amount of drainage cleansing commensurate with achieving this objective.

Accumulations of water on carriageways, footways and cycleways can increase risks to the safety of highway users, or frontages, particularly on high speed roads and when standing water exists in freezing conditions. Displaced covers and frames can be a hazard to pedestrians and a potential hazard to drivers and cyclists. Damaged covers may collapse leaving a void in the highway.

An effective well-maintained drainage system will meet the authority's duty to prevent nuisance to adjoining landowners by flooding.

Pollution of roadside watercourses can occur due to contaminated run off from carriageways.

Level of Service

The level of service is defined as follows:

- Drainage defects such as collapsed, damaged or missing manholes, catchpits and gullies once notified will be assessed in accordance with approved procedures. Any repairs identified as necessary will be programmed in accordance with RBWM's adopted priority response times.

- Drainage defects such as damaged, broken, or missing gratings and frames which could constitute a hazard to users of the highway once notified will be assessed in accordance with approved procedures and made safe. Any repairs identified as necessary will be programmed in accordance with RBWM's adopted priority response times.

- All gullies, kerb weirs and other drainage channels on highways to be cleansed at least once per annum and other drainage channels as necessary

- Highway drainage systems are installed to capture surface water run-off to reduce flooding and protect the fabric of the road.

- Blocked or broken pipework to be remedied when a problem is identified.

- Additional gully cleansing to deal with problem areas to be undertaken as required subject to available budget and other drainage channels as necessary.

- Any highway drains which are not discharging to be jetted to attempt to remove the blockage. Where blockages are not resolved by jetting these shall be investigated and remedied as required subject to available budget.

- Culverts, manholes and catchpits to be cleansed regularly on a priority basis.

- Soakaways to be checked and cleansed as necessary at least every 5 years.

- Grips to be inspected and cleansed or recut as necessary.

- Highway ditches to be cleansed regularly to ensure the efficient functioning of highway drainage systems and to prevent structural deterioration occurring to the fabric of the highway.

3.5 Embankments and Cuttings

Policy

The objective is to preserve the stability of slopes in embankments and cuttings which are part of the highway, including where appropriate, deep ditches, and to implement any measures necessary to maintain highway safety in the event of a problem arising with regard to the stability of a slope.

Level of Service

The level of service is defined as follows:

- Repairs to slopes to be undertaken on a priority basis as necessary following geotechnical investigations into the cause of the problem.
- Where slopes, etc. in private ownership represent a hazard to the adjacent highway emergency action is to be arranged to make the site safe in accordance with RBWM's priority response times, followed by full repair as part of a works programme following consultation with the owner of the adjacent land.
- Significant embankments and cuttings will be subject to a visual inspection at least every two years. A more detailed specialist geotechnical survey will be arranged if necessary. Any embankments that have been identified as vulnerable will be inspected by a geotechnical engineer on an annual basis.
- Damage to or loss of habitat.
- Interruption or pollution of watercourse.
- Extent of damage and reduced life.
- Significant embankments and cuttings will be subject to a visual inspection at least every two years. A more detailed specialist geotechnical survey will be arranged if necessary.

3.6 Landscaped areas and Trees

Policy

The objective is to maintain safety, to prevent highway trees from obstructing sight lines, traffic signs and street lights and to prevent encroachment onto both footways and carriageways and prevent damage to third party property.

To promote the safe and healthy growth of highway trees whilst achieving this objective and to ensure that adjoining landowners deal with all matters that are their responsibility, which may affect the highway.

To prevent damage or injury occurring from failure of a tree or part of it.

To prevent encroachment onto footways, cycleways and carriageways.

To prevent highways trees from obstructing sight lines, traffic signals, traffic signs and street lights.

To prevent overhanging branches which may present a risk to high vehicles and also buildings adjoining the highway.

Highway safety inspections shall incorporate highway trees, including those outside but within falling distance of the highway. For trees off highway limits, inspections should only be made so far as can be seen without trespassing. Inspectors will take note of any encroachment or visibility obstruction and any obvious damage, ill health or a change in levels, and where necessary pass any relevant information to the arboricultural team for a second opinion to be sought. Inspectors are to have received basic arboricultural training.

An additional programme of inspections for trees situated on the adopted highway is undertaken by arboricultural advisors.

Extensive root growth from larger trees can cause significant damage to the surface of footways, particularly in urban areas. In this scenario a risk assessment shall be undertaken with specialist arboricultural advice where necessary on the most appropriate course of action. This information and decision will be recorded by inspectors.

Level of Service

The level of service is defined as follows:

- All trees (over 75mm stem diameter) on the adopted highway or on land maintained by RBWM should be inspected by an arboriculturist once every five years. This is a default period, which may be reduced on the advice of an arboriculturist. All highway trees will be inspected in accordance with the specified road inspection frequency taking note of any encroachment or visibility obstructions and any obvious damage, obvious ill health or a change in levels.

- Trees, hedges and shrubs which are the responsibility of RBWM are only to be felled or pruned when necessary to abate an actionable nuisance, to comply with a statutory obligation or for health and safety reasons. Further details can be found in the 'Tree Management Guidelines' in RBWM's 'Tree and Woodland Strategy 2010-2020'.

- Section 154 of the Highways Act 1980 empowers the authority to deal by notice with owners of private hedges, trees and shrubs growing on adjacent land which overhangs the highway or creates an obstruction and recover costs.

- Obstruction to footways and footpaths shall not be permitted below 2.4m in height for the entire width of the footway/footpath.

- Obstruction to carriageways shall not be permitted between points 450mm beyond the kerb line and within 5.3m above the highest point of the carriageway.

- Ensure that adjoining land owners deal with all matters that are their responsibility, which may affect the highway.

- In cases where an important amenity tree is within clearance distances, the wider environmental considerations shall be assessed against the risk as to whether a minor encroachment can be allowed. This will particularly be the case where tree stems are within 450mm of the kerb line.

- Trees removed shall be replaced where feasible.

- Alterations to the highway will seek to avoid impact on trees/landscape where possible and include mitigation where necessary. In the case of new schemes, the advice of an arboriculturist shall be sought.

3.7 Grass Cutting

Policy

Urban Grass Cutting
The objective is to ensure that the length of the grass on areas of highway does not become such that it obstructs sight lines and traffic signs.

To undertake the minimum number of cuts commensurate with maintaining the grass height between 25mm and 75mm.

Rural Grass Cutting
The objective is to maintain safety, to prevent obstruction of sight lines and traffic signs, to inhibit the growth of injurious weeds and to conserve the wildlife.

To undertake the minimum amount of cutting consistent with maintaining highway safety and to conserve fauna and flora at sites of special scientific interest, cutting the grass to between 75mm and 100mm high.

To manage other areas of verge where appropriate to encourage the growth and survival of local fauna and flora.

Grass is cut for safety purposes to maintain visibility for highway users and to ensure that road and footway widths are not reduced by overgrowing vegetation. In areas where no footway exists there may be a need to provide a safe refuge on the highway verge for pedestrians, particularly on busy roads.

Level of service

The level of service is defined as follows:

- Visibility splays and lines of sight to receive additional cuts as necessary to ensure these give maximum visibility at all times.

- Grass cutting in urban areas, and on housing estates, is carried to condition standards specified for safety, but additional cuts are carried out for amenity purposes.

- The whole width of all adopted highway verges to be cut a maximum 15 times per year.

- Grass cuttings to be cleared from adjoining hard surfaces, kerb lines, channels and mowing margins after mowing.

- Verges divided by a footway will have the whole of the verge between the footway and the kerb cut plus a single swathe width beyond the footway.

- To undertake the minimum amount of cutting consistent with maintaining highway safety and to conserve fauna and flora at sites of special scientific interest, cutting the grass to between 75mm and 100mm high.

- A single swathe width to be cut a minimum of three times per year on all rural verges except at sites of special scientific interest.

- Sites of special scientific interest and other verges which are naturalised to be cut at times when appropriate to do so (i.e. when local flora has flowered and set seed).

3.8 Weed Control

Policy

The objective is to inhibit the growth of various plants (as listed in the Injurious Weeds Act 1959) on the highway and to eradicate all plant growth on paved areas to prevent structural damage to the fabric of the highway.

To achieve this objective with the minimum use of chemicals and using only pesticides approved by the Ministry of Agriculture, Fisheries and Food and the Environment Agency for highway maintenance purposes.

Weed growth can impair safety for highway users by reducing available road and footway widths. They can cause structural damage to the fabric of the highway, disrupt drainage, obstruct pedestrians and look unsightly. The Weeds Act 1959 lists a number of weeds which can be injurious to human and animal health. It places a duty on controllers of land to eliminate the following scheduled weeds from their land to prevent seeds contaminating their neighbour's land:

- Spear thistle;
- Creeping or field thistle;
- Curled dock;
- Broad leaf dock;
- Common ragwort.

The Wildlife and Countryside Act 1981 specifies control of certain plants such as giant hogweed or Japanese knotweed. The Ragwort Act 2003 and associated code of practice gives further information on treating the growth of this weed.

The following legislation controls the use of herbicides:

- Food and Environment Protection Act 1985
- Control of Pesticide Regulations 1986
- Health and Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulations 1988

Level of service

- Weed growth on paved areas to be treated twice per annum using non-residual weed killers.

- Noxious weeds to be dealt with as necessary on an ad-hoc basis.

- Additional treatments of weed growth for amenity purposes may be undertaken subject to the above policy, and the budget available.

3.9 Safety Fences, Edge Markers and Boundary Fences

Policy

Safety Fences, Edge Markers
The objective is to maintain safety fences and edge markers in a sufficiently sound structural condition to serve their function and not be dangerous to road users or pedestrians. Safety fences, barriers and edge markers provide separation for traffic and vulnerable road users from each other and other hazards such as watercourses and the edge of the carriageway.

To undertake maintenance where necessary to maintain highway safety.

Boundary Fences
The objective of boundary fences which are a highway authority responsibility is to define the highway boundary to define the tops of embankments and to prevent animals or human ingress on to the highway.

Boundary Fence maintenance to be undertaken when necessary to maintain highway safety.

Level of service

Safety fences
Tensioned safety fences to be inspected whenever repairs are carried out, this will include tightening any loosened tensioning bolts. Safety fences and guard rails on category 2 and 3 roads to be cleaned where they are being used in lieu of chevron warning signs and where necessary in the interests of road safety.

Damaged safety fences should be made safe within 3 hours of being notified. A full repair to be undertaken following procurement of the appropriate barriers with a timescale to be determined in relation to the nature of the defect. Safety fences are to be painted as necessary on a priority basis.

Pedestrian barriers
Damaged pedestrian barriers should be made safe as necessary. A full repair to be undertaken following procurement of the appropriate barriers with a timescale to be determined in relation to the nature of the defect.

Pedestrian barriers within Town Centres and other high amenity areas to be inspected at a minimum annually as part of highway safety inspections.

Guard rails within Town Centres and other high amenity areas to be ‘touched in’ or repainted. Pedestrian barriers are to be painted as necessary on a priority basis.

Other fences including boundary fences
In most cases this fencing will be owned by the adjacent property owner. The owner will be contacted where possible and be requested to make the fence safe. If the owner cannot be contacted will be made safe on an ad-hoc basis to achieve the aim of the adopted policy.

Safety fences, barriers and edge markers need to be kept in a sufficiently sound structural condition to serve their function and not be dangerous to road users or pedestrians.

Fences and barriers in poor repair may be detrimental to the appearance of environmentally sensitive areas. Appropriate designs of barriers should be used in such areas. Breaches in boundary fencing may lead to the risk of stock escaping onto the highway.

Edge Markers
Edge markers to be cleaned as necessary in the interest of road safety. Damaged edge markers should be made safe as necessary. A full repair to be undertaken following procurement of the appropriate barriers with a timescale to be determined in relation to the nature of the defect.

3.10 Road Markings

Policy

Road Markings
The objective is to ensure that the information given by carriageway markings is clearly visible by day and night particularly in respect of mandatory and warning markings.

To undertake all necessary maintenance to achieve this objective as the provision of adequate road markings is an essential part of the campaign to reduce the number of road traffic accidents.

Road markings assist in defining carriageway markings, lanes and edges in darkness and in conditions of poor visibility, particularly in respect of mandatory and warning markings. Edge markings can reduce damage to carriageway edges.

Level of service

- Mandatory markings and junction markings to be inspected at the same frequencies as the safety inspection system.

- On all road categories roads non-mandatory longitudinal warning lines to be renewed when more than approximately 50% of their area becomes ineffective or worn away.

3.11 Traffic Signals, Pedestrian and Cycle Crossings

Policy

Traffic Signals, Pedestrian and Cycle Crossings
The objective is to keep the signals in correct and efficient operation at all times. To provide appropriate tactile information that is essential for pedestrian safety. To undertake all necessary works to achieve this objective as it is essential for road and pedestrian safety.

Zebra Crossings
To undertake all necessary works to achieve this objective as it is essential for road and pedestrian safety. To provide appropriate tactile information that is essential for pedestrian safety.

Level of Service

Traffic Signals, Pedestrian and Cycle Crossings
The level of service is defined as follows:

- Urgent faults to be attended to within 4 hours of being notified.
- Non-urgent faults to be attended to and full repairs being made within two working days of being notified.
- Individual lamp failures to be replaced within two working days of being notified
- External inspection for alignment of heads, cleansing of lenses and examination for damage to be undertaken every 12 months.
- All lamps to be bulk changed every 12 months.
- A detailed functional check and electrical examination, including phasing, to be undertaken annually in line with periodic inspection schedule or when a fault is suspected.
- Full electrical insulation and earth impedance tests to be undertaken every 5 years, or in line with the latest Industry standards should they change.

Zebra Crossings
The level of service is defined as follows:

- Pedestrian crossings to be inspected for illumination every month.
- Individual lamp failures to be attended to within 24 contract hours of being notified and made safe.

- A detailed functional check, including beacon control mechanism, and electrical examination to be undertaken annually or when a fault is suspected.

- Full electrical insulation and earth impedance tests to be undertaken in accordance with BS7671 every 6 years.

- Electrical faults to be repaired with the priority to be determined in relation to the nature of the defect but in any case, within 5 working days.

3.12 Non-illuminated Traffic Signs and Bollards

Policy

The objective is to keep all traffic signs legible and visible from as far as possible at all times in relation to the road use and traffic speeds.

To undertake necessary maintenance to achieve this objective as the provision of adequate signing is an essential part of the campaign to reduce the number of road traffic accidents through:

- Identification of risk to users.

- Indication of mandatory and statutory manoeuvres and restrictions.

- Separation of potential traffic conflicts.

- Heavy traffic routing can optimise highway maintenance.

- Can contribute to the local economy.

- Support of sustainable transport modes.

Level of service

The level of service is defined as follows:

- Sign cleaning on all road categories to be undertaken when necessary in the interests of road safety.

- All signs to be inspected for general condition during safety inspections as a minimum once per annum.

- Damaged or missing signs to be repaired or replaced with the priority to be determined in relation to the nature of the defect.

3.13 Street lighting, Illuminated Traffic Signs and Bollards

Policy

Street Lighting
The objective is to maintain an appropriate level of illumination keeping energy consumption to a minimum and to protect the capital investment in street lighting equipment. Street lighting needs to be kept in good operating order and sound structural condition. To undertake the minimum amount of maintenance commensurate with achieving this objective, using the most energy efficient lamps and equipment. The asset management and monitoring system in place detects outages and faulty lamps for all LED lights.

Traffic Signs and Bollards (Illuminated)
The objective is to ensure that all illuminated signs and bollards are legible by day and night. To undertake necessary maintenance to achieve this objective as the provision of adequate signing is an essential part of the campaign to reduce the number of road traffic accidents.

Cyclical maintenance intervals for lighting installations should be determined to ensure the installation's correct operation and light output, minimise failures and maximise life.

Level of service

The level of service is defined as follows:

- Lighting designs for new or replacement lighting shall be to BS5489 and EN13201.
- Defects which could be dangerous to be attended to within 3 hours of being notified and made safe.
- Faults to be repaired in line with those stated in the contract with the priority to be determined in relation to the nature of the defect.
- Damaged columns to be replaced in line with those stated in the contract with the priority to be determined in relation to the nature of the defect.
- A detailed electrical check to be undertaken at every maintenance visit, when a fault is suspected, or during cyclic electrical testing.
- Electrical testing in accordance with BS7671 to be carried out every 6 years.
- Lamp columns to be checked for structural integrity and condition at every maintenance visit. Formal structural testing to be carried out in accordance with Institution of Lighting Professionals guidance note TR22.
- Generally metal lamp columns to be 'touched in' or repainted as necessary when required.

- Metal lamp columns in high amenity areas to be 'touched in' or repainted as necessary annually in the spring.

3.14 Automatic Rising Bollards

Policy

The objective is to keep the automatic rising bollards in correct and efficient operation at all times and to undertake all necessary works to achieve this objective as it is essential for road and pedestrian safety.

Level of Service

The level of service is defined as follows:

- Urgent faults to be attended and full repairs being made within 3 hours of being notified.
- Non-urgent faults to be attended and full repairs being made within 2 working days of being notified.

3.15 Bridges and other Highway Structures

The below policy and level of service is applicable to RBWM owned structures as detailed in Appendix C.

Policy

Bridges and other Highway Structures

Bridges and highway structures need to be maintained to such a standard that structural inadequacy does not affect the use of the highway network, the safety of all users of the highway is reasonably assured and the condition of the structure does not compromise the amenity of the area in which it is located.

Bridge Inspections

The purpose of regular bridge inspections is to check the condition of all structures and identify any deficiencies that require attention.

To ensure that all defects of a safety nature or that put the structural integrity of the structure at risk are repaired or made safe as soon as is reasonably practicable.

Minor Structural Maintenance

The objective is to ensure that all structures are maintained so that their continued performance in service without loss of safety and efficiency is assured.

To undertake all necessary works to achieve this objective, unless the bridge or culvert is programmed for renewal or strengthening then only the minimum of maintenance consistent with safety will be carried out.

Major Structural Maintenance (Strengthening)

The objective is to maintain 40 tonne vehicles on all strategic routes and all local routes which serve the particular needs of local industry.

To assess existing bridges to identify the need for strengthening and replacement in order to meet this objective and to undertake a rolling programme of bridge strengthening and replacement in order of priority.

Level of service.
Special inspections to be carried out as follows:

- When necessary to investigate a specific problem or if a particular problem has been identified on other similar structures.

- When a structure has to carry an abnormal heavy load if assessment calculations indicate that the margin of safety is below that which would be required for a design to current standards or if similar loads are not known to have been carried before. Inspections should be undertaken before, during and after the passage of the load.

- If unexpected settlement is observed.

- To check river bridge foundations during principle inspections. Where probing indicates the possibility of scour, further underwater inspections should be carried out.

- To investigate possible structural damage after major accidents or fires adjacent to structures.

- Defects which cause a hazard to users of the highway to be made safe within 3 hours of being notified followed by repair as soon as reasonably practicable.

- All inspections for structures owned by RBWM to be carried out in accordance with the risk assessment for each structure detailed in Appendix C.

- Iron and steel work of structures to be painted in a periodic works programme, the frequency of which will be determined by local conditions and the results of inspections.

Special inspections to be carried out as follows:

- To investigate possible structural damage after major accidents or fires adjacent to structures.

- Non-urgent minor structural maintenance work to be assessed on a priority basis taking account of the risk assessment of the relevant road category, the structural importance of the element of the bridge that is affected and the severity of the defect. The inclusion of works in the minor maintenance programme will depend on their assessed priority and the budget available.

- The bridge strengthening and replacement programme to prioritised taking account of the road category, the availability and suitability of alternative routes and the carrying capacity, condition, estimated future life span and maintenance costs of the bridge.

- The inclusion of a structure in the bridge strengthening programme will depend on its assessed priority and on the budget available.

3.16 Sweeping and Street Cleansing

Policy

There are four main purposes of sweeping and street cleansing:

1. To remove debris from the channels in order to prevent surface water ponding and an excess of detritus being washed into gullies.
2. To remove loose material or deposits that could present a hazard to highway users.
3. To remove or treat moss where it is identified as a safety hazard on the footway
4. To maintain a clean and tidy environment and ensure the general cleanliness of the highway network.

The first and third objectives should be achieved in order to meet statutory requirements under the Environmental Protection Act, and the second to maintain highway safety, when necessary on an emergency basis only.

Level of service

The level of service is defined as follows:

- Emergency sweeping and cleansing to be undertaken only when immediate action is required to remove deposits or spillages to maintain public safety.

- Footways and adjacent areas at shopping parades to be cleaned and litter removed at least once a week.

- All outer urban roads and rural roads will be swept and litter removed in accordance with the contract schedule.

- Fly-tipping to be removed from the highway as soon as practicably possible.

- Litter complaints to be responded to promptly in accordance with the corporate policy.

- Litter bins will be emptied as necessary to prevent them overflowing in Windsor and Maidenhead town centres. All other bins will be emptied at least once a month.

3.17 Verge Maintenance

Policy

The objective is to maintain verges to facilitate grass cutting, to provide a safe refuge for pedestrians where there are no footways, to prevent the encroachment of verge soil and growth onto paved areas and so far as possible to minimise damage caused by improper use, particularly by vehicles.

To undertake the works necessary with achieving this objective, taking into consideration the likely cause of the need for maintenance.

Level of Service

The level of service is defined as follows:

- Verge repairs should only be carried out on a priority basis as determined by a site inspection and may include minor measures to prevent reoccurrence of damage where appropriate.
- Siding of footways and cycleways should be carried out where required to maintain their width.
- Carriageway siding of un-kerbed roads should be undertaken where necessary and prior to renewal of edge of carriageway markings.

3.18 Pumping Stations

Policy

The objective is to ensure that the highway does not flood by pumping surface water to a suitable outfall in places where there is no natural point of discharge.
To undertake all necessary maintenance with achieving this objective.

Levels of service

The level of service is defined as follows:

- Defects which could be dangerous to be attended to within 4 hours of being notified and made safe.
- Faults to be repaired with the priority to be determined in relation to the nature of the defect but in any case, within 20 working days (4 weeks).
- A general inspection to be undertaken monthly to ensure continued satisfactory operation of pumping stations.
- A detailed electrical and mechanical check to be undertaken annually or when a fault is suspected.

3.19 Highway Encroachments and Obstructions

RBWM has a responsibility to keep public highways open and remove obstructions and encroachments which may affect the use and safety of the highway**.**

This policy covers the regulatory matters relevant to this responsibility, which include issues such as obstructions, encroachments, highway obstructions and licences related to permitted activities on the highway.

Policy

RBWM shall take any necessary measures to ensure that the public maintained highway is safe to use and be enjoyed by the public.

Encroachments on the Highway

Any encroachment on the public highway is preventing the legitimate use of the highway and whenever an encroachment has taken place on the public highway measures shall be taken by the Authority to remove the encroachment. (If appropriate and the land is considered surplus to highway requirements the extinguishments of Highway Rights may be pursued under Section 116 of the Highways Act 1980.)

Whenever an encroachment is suspected on the public highway, the Authority shall carry out a status check to determine the exact limits of the highway thereby establishing whether an encroachment has occurred.

Removal of obstructions

Obstructions on or over the highway prevent the legitimate use of the highway and are a potential safety hazard for road users and measures shall be taken by the Authority for the removal of the obstruction.

Obstructions on the highway take various forms and the most commonly encountered occurrences are Items placed on the highway causing an obstruction (unauthorised signs, erections, materials or trading booths).

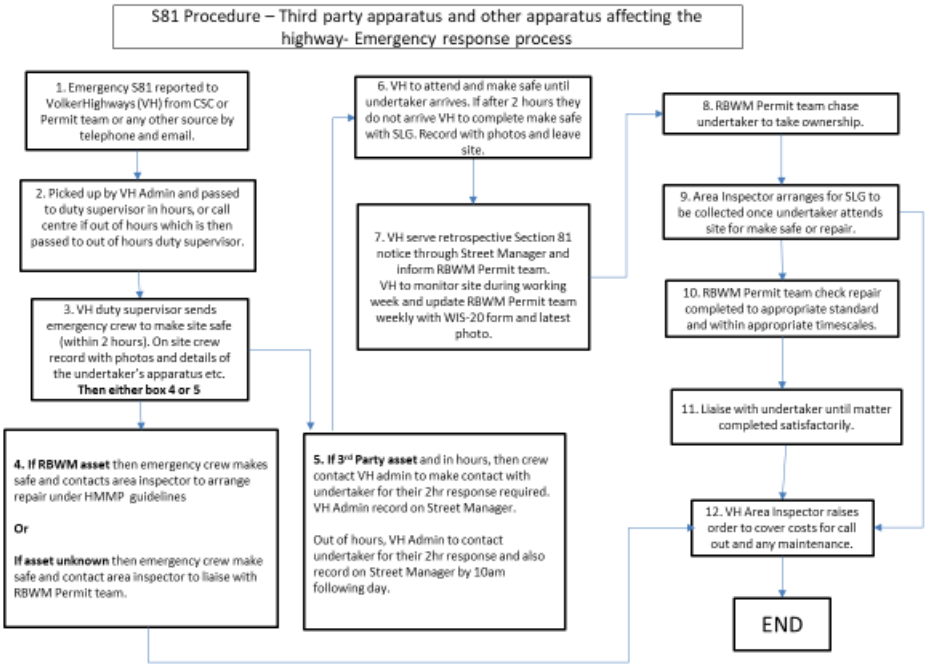
RBWM shall serve notice under the appropriate section of the Highways Act to deal with the removal of the obstruction.

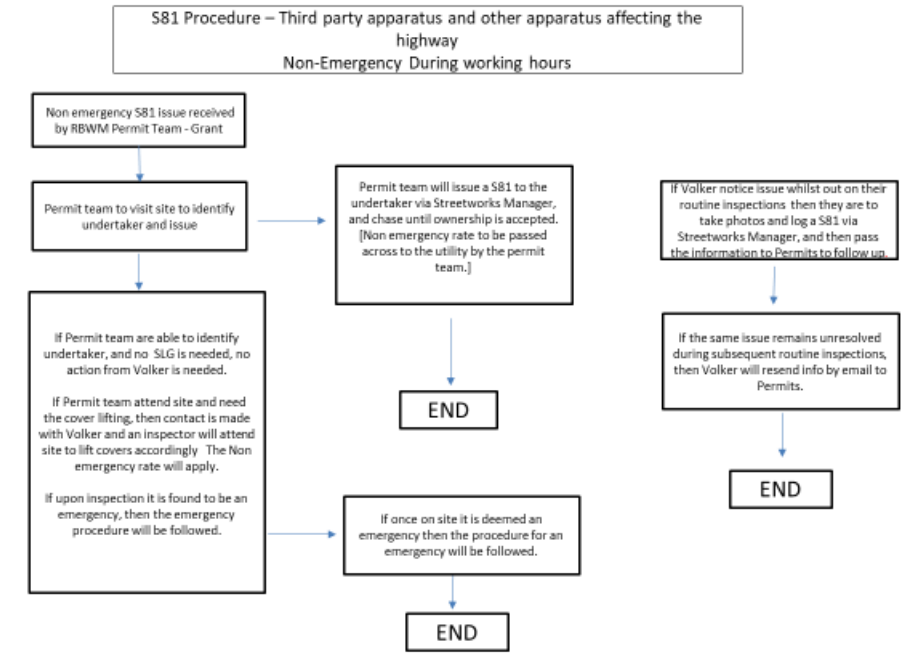
Overhanging trees and hedges

RBWM shall serve a notice under Section 154 of the Highways Act 1980 on the owners of overhanging hedges and trees requiring that they are cut back to provide the necessary clearance and abate any nuisance.

Unauthorised Signs on the Highway

RBWM has the power to remove unauthorized signs placed on the highway other than for highway purposes under section 132, 137 and 143 of the Highways Act 1980.


S81 Procedure – Third party apparatus and other apparatus affecting the highway- Emergency response process
1. Emergency S81 reported to VolkerHighways (VH) from CSC or Permit team or any other source by telephone and email.
2. Picked up by VH Admin and passed to duty supervisor in hours, or call centre if out of hours which is then passed to out of hours duty supervisor.
3. VH duty supervisor sends emergency crew to make site safe (within 2 hours). On site crew record with photos and details of the undertaker's apparatus etc. Then either box 4 or 5
4. If RBWM asset then emergency crew makes safe and contacts area inspector to arrange repair under HMMP guidelines
Or
If asset unknown then emergency crew make safe and contact area inspector to liaise with RBWM Permit team.
5. If 3rd Party asset and in hours, then crew contact VH admin to make contact with undertaker for their 2hr response required. VH Admin record on Street Manager.
Out of hours, VH Admin to contact undertaker for their 2hr response and also record on Street Manager by 10am following day.
6. VH to attend and make safe until undertaker arrives. If after 2 hours they do not arrive VH to complete make safe with SLG. Record with photos and leave site.
7. VH serve retrospective Section 81 notice through Street Manager and inform RBWM Permit team.
VH to monitor site during working week and update RBWM Permit team weekly with WIS-20 form and latest photo.
8. RBWM Permit team chase undertaker to take ownership.
9. Area Inspector arranges for SLG to be collected once undertaker attends site for make safe or repair.
10. RBWM Permit team check repair completed to appropriate standard and within appropriate timescales.
11. Liaise with undertaker until matter completed satisfactorily.
12. VH Area Inspector raises order to cover costs for call out and any maintenance.
END


S81 Procedure – Third party apparatus and other apparatus affecting the highway
Non-Emergency During working hours
Non emergency S81 issue received by RBWM Permit Team - Grant
Permit team to visit site to identify undertaker and issue
If Permit team are able to identify undertaker, and no SLG is needed, no action from Volker is needed.
If Permit team attend site and need the cover lifting, then contact is made with Volker and an inspector will attend site to lift covers accordingly The Non emergency rate will apply.
If upon inspection it is found to be an emergency, then the emergency procedure will be followed.
Permit team will issue a S81 to the undertaker via Streetworks Manager, and chase until ownership is accepted. [Non emergency rate to be passed across to the utility by the permit team.]
END
If once on site it is deemed an emergency then the procedure for an emergency will be followed.
END
If Volker notice issue whilst out on their routine inspections then they are to take photos and log a S81 via Streetworks Manager, and then pass the information to Permits to follow up.
If the same issue remains unresolved during subsequent routine inspections, then Volker will resend info by email to Permits.
END