



Highway Maintenance Plan



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1. Introduction

1.1 This Highway Maintenance Plan (HMP) sets out the Council's inspection, condition survey, reactive and routine maintenance service levels in accordance with the national code of practice "Well-Managed Highway Infrastructure" (the "Code").

1.2 The main types of highway maintenance are as follows:

Type of Maintenance	Description
Reactive	Responding to inspections, complaints or emergencies
Routine	Regular consistent schedule, generally for patching, cleaning, grass cutting and landscape maintenance
Programmed	Flexibly planned schemes primarily of resurfacing, reconditioning or reconstruction

1.3 The Council's Transport Asset Management Plan (TAMP) sets out the long term plan for managing the highway asset by applying programmed maintenance to maintain the structural integrity of the asset. The TAMP is available at the following link:

<http://www.durham.gov.uk/article/2378/Road-maintenance>

1.4 The HMP and TAMP are aligned to ensure that they complement each other. Programmed maintenance is prioritised based on asset management principles subject to available budgets.

2. Legal Responsibility and Duties

2.1 *Adopted Highway*

2.1.1 The adopted highway is the Council's most valuable asset. As the Local Highway Authority, the Council is responsible for ensuring the highway network is managed and maintained for the safe and convenient movement of people and goods.

2.1.2 The Highways Act 1980 sets out the duties of the Local Highway Authority in respect of highways maintenance. In particular, Section 41 imposes a duty to maintain the adopted highway at public expense. The Highways Act does not specify the level of maintenance although the Code provides a framework for establishing local levels of service through a risk based approach.

2.2 *Private Streets*

- 2.2.1 Private streets are the responsibility of the land owner and they are responsible for very limited reactive maintenance.
- 2.2.2 Private streets can be adopted by the Council but only if the highway is made up by the land owners at their own cost to adoptable standards.
- 2.2.3 If you would like to enquire about making up a private street to adoptable standards please contact our Customer Services team whose contact details are provided at Section 7 of this document.

3. Objectives

- 3.1 The purpose of highway maintenance is to maintain the highway network for the safe and convenient movement of people and goods.
- 3.2 The primary objectives being to deliver a safe, serviceable and sustainable network as follows:

Primary Objectives	Secondary Objectives	Performance Measure
Safety	Complying with statutory obligations	Public liability claims repudiation rate
	Meeting user's needs for safety	Completion of Highway Safety Inspections
		Response to Category 1 and 2 safety defects
Serviceability	Ensuring availability	Effective Streetworks Licensing system to minimise number of unplanned streetworks overruns
	Achieving integrity	Condition Surveys
	Maintaining reliability	NHT Public Satisfaction Survey
	Enhancing Condition	Programmed maintenance
Sustainability	Minimising whole life costs	Lifecycle plans
	Maximising value to the community	Not quantifiable
	Minimising environmental impact	Maintaining accreditation and compliance with ISO 14001 Environmental Management

- 3.3 The TAMP Annual Update Report measures performance against the objectives above.
- 3.4 The foundations of the Council's HMP and TAMP are:
- Inventory;
 - Network hierarchy;

- Inspections;
- Reports from the public;
- Condition surveys;
- Reactive maintenance;
- Routine maintenance; and
- Programmed Maintenance.

3.5 These are explained further in the sections below.

4. **Inventory**

4.1 The inventory is a database containing details of the individual assets that make up the highway network.

4.2 It is vital to know what assets exist and where so they can be inspected, surveyed and maintained to appropriate service levels.

4.3 The inventory at 31st March 2018 is summarised as follows:

Asset	Unit	Adopted	Unadopted	Total	RAG Rating
Carriageways					
- A	Km	415	0	415	G
- B	Km	406	0	406	G
- C	Km	697	0	697	G
- Unclassified	Km	2,280	42	2,322	G
- Total	Km	3,798	42	3,840	
Footways	Km	3,719	202	3,921	G
Gullies	Number	120,247	1,371	121,618	G
Structures	Number	1001	478	1,479	G
Street lighting	Number	83,189	0	83,189	G
Illuminated signs	Number	5,784	0	5,784	G
Non-illuminated signs	Number	63,214	808	64,022	R
Traffic signals	Number	69	0	69	G
Pedestrian crossings	Number	73	0	73	G

5. **Network Hierarchy**

5.1 The network hierarchy reflects the needs, priorities and actual use of each road in the network.

5.2 The highway network can be viewed on the Council's Geographic Information System (GIS) using the following link:

<http://www.durham.gov.uk/adoptedhighways>

5.3 The public rights of way network can be viewed using the following link:

<http://www.durham.gov.uk/definitivemap>

5.4 The network hierarchy in County Durham is defined in accordance with the Codes as follows:

5.5 **Carriageways**

Network Hierarchy - Carriageways			
Category	Title	Description	Detailed Description
1	Motorway	Limited access – motorway regulations apply	Routes for fast moving long distance traffic. Fully grade separated and restriction on use. (Within County Durham all motorways and trunk roads are maintained by the Highways Agency).
2	Strategic Route	Trunk and some Principal 'A' class 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 40mph and there are few junctions. Pedestrian crossings are either segregated or controlled and parked cars 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 40mph or less, parking is restricted at peak times and there are positive measures for pedestrian safety.
3b	Secondary Distributor	B and C class roads and some unclassified urban routes carrying bus, HGV and 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 area 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 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. In urban areas they are residential or industrial inter-connecting roads with 30 mph speed limits, random pedestrian movements and uncontrolled parking.
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 HGVs. In urban areas they are often residential loop roads or cul-de-sacs.
5	Minor Road	Little used roads serving very limited numbers of properties	Locally defined roads

5.6 Footways

Network Hierarchy – Footways			
Category	Title		Description
1a	Prestige Zone	Walking	Very busy areas of towns and cities with high public space and streetscene contribution
1b	Primary Routes	Walking	Busy urban shopping and business areas and main pedestrian routes
2	Secondary Routes	Walking	Medium usage routes through local areas feeding into primary routes and local shopping centres, etc.
3	Link Footways		Linking local access footways through urban areas and busy rural footways
4	Local Footways	Access	Footways associated with low usage, short estate roads to the main routes and cul-de-sacs
5	Minor Footways		Little used rural footways serving very limited numbers of properties

5.7 Cycle Routes

Network Hierarchy – Cycle Routes		
Category	Title	Description

A	Cycle Lane	Cycle lane, forming part of the carriageway, commonly adjacent to the nearside kerb. Cycle gaps at road closure points (no entries allowing cycle access).
B	Cycle Track	Cycle track, a highway route for cyclists not contiguous with the public footway or carriageway. Shared cycle/pedestrian paths, either segregated by a white line or other physical segregation, or un-segregated.
C	Cycle Trail	Cycle trails and leisure routes through open spaces. These are not necessarily the responsibility of the Local Highway Authority but may be maintained by the Authority under other powers or duties.

5.8 *Public Rights of Way*

Network Hierarchy – Public Rights of Way		
Category	Description	Detailed Description
Footpath	Pedestrians only	A highway over which the right of way is on foot only
Bridleway	Pedestrians, equestrians and cyclists	A highway over which the right of way is on foot and riding on or accompanied by a beast of burden, and may also be used by cyclists
Byway Open to All Traffic	All traffic	A carriageway over which there is a right of way for vehicular traffic, but used mainly for the same purposes as footpaths and bridleways
Restricted Byway	All traffic excluding mechanically-propelled vehicles	A carriageway over which the right of way is on foot, on horseback or leading a horse, and in or on vehicles other than mechanically propelled vehicles

6. **Inspections**

6.1 Inspections together with reports from the public determine reactive maintenance and some aspects of routine maintenance.

6.2 Inspections can be categorised as follows:

Inspection Type	Description
Safety inspection	Safety inspections are designed to identify all defects that are likely to create danger or serious inconvenience to users of the network or the wider community
Service inspection	Service inspections are detailed inspections tailored to the requirements of particular highway assets to ensure that they meet requirements for serviceability

6.3 **Safety Inspections - Carriageways, Footways and Cycle Routes**

6.3.1 All safety inspections are carried out by Highway Inspectors in accordance with the Council's Highway Safety Inspection Manual as follows:

Asset	Network Hierarchy Category	Safety Inspection	
		Frequency	Method
Carriageway	2	1 month	Driven
	3a	1 month	Driven
	3b	1 month	Driven
	4a	3 months	Driven
	4b	1 year	Driven
	5	Not routinely inspected	
Footway	1a	2 weekly	Walked
	1	1 month	Walked
	2	3 months	Walked
	3	6 months	Walked
	4	1 year	Walked (urban) / Driven (rural)
	5	Not routinely inspected	
Cycle Route	A – Cycle Lane	As for appropriate carriageway category	Driven / Cycled
	B – Cycle Track / shared with footway	As for appropriate footway category	Cycled / Walked
	B – Not contiguous with footway or carriageway	6 months	Cycled / Walked
	C – Cycle trail as part of the Public Rights of Way network	In response to complaints only	Cycled / Walked
	C – Cycle trail as part of the Railway Path Network	Weekly – during peak summer months, Fortnightly –outside of peak periods	Driven / Cycled

6.4 Items that are considered during a routine safety inspection include (but are not necessarily limited to):

- Debris, spillage or contamination on running surfaces or hard shoulder;
- Displaced road studs lying in the running surface;
- Overhead wires damaged or unstable;
- Damaged and exposed electrical wiring;

- Embankments and cuttings apparently unstable;
- Trees with loose branches or apparently unstable;
- Signs, signals or street lighting damaged, defective, missing, unstable, dirty or obscured;
- Road marking and studs missing, misleading or badly worn;
- Sight-lines obscured by trees, unauthorised signs and other obstructions;
- Safety fencing, parapet fencing, handrail, and other barriers missing or defective;
- Abrupt level difference in the running surface;
- Potholes, cracks or gaps in the running surface;
- Crowning, depression and rutting in the running surface;
- Kerbing, edging or channel defects;
- Rocking or otherwise unstable footpath or cycleway surfaces;
- Apparently slippery running surface;
- Edge deterioration of the running surface;
- Ironwork (gully lids, manholes, etc.) broken or missing;
- Gullies, drains or grips blocked or defective;
- Standing water, water discharging onto or overflowing across the running surface;
- Severe overgrowth of grass or weeds on footways;
- Visual bus shelter defects; and
- Visual roadside defects.

6.5 ***Service Inspections - Street Lighting and Illuminated Signs***

6.5.1 Street lights and illuminated signs undergo service inspections as follows:

Inspection Type	Frequency
Electrical testing and cleaning	Every 6 years
Visual Structural Inspection and Clean	Every 6 years and during reactive maintenance
Structural testing	As required based on TR22 risk assessment for columns 8 metres and above
Night time patrols to detect outages	Non-residential areas - 3 times per annum
	Residential areas - annually

6.5.2 A risk assessment, based on column age, material, previous treatments, environmental location, traffic density and impact of failure, is undertaken in accordance with the Institution of Lighting Professionals (ILP) Technical Report TR22.

6.5.3 Columns with heights of 8 metres and above which are assessed as high risk are subject to structural testing. Columns that are found to be structurally unsound are then replaced as appropriate.

6.5.4 In addition, approximately 15% of street lights are remotely monitored using a central management system which enables faults to be identified.

6.6 ***Service Inspections - Highway Trees***

6.6.1 Highway trees include trees within the highway boundary and trees that are outside of the highway boundary but deemed to be within falling distance of the highway.

6.6.2 The carriageway network (excluding urban carriageways in Category 4a, 4b and 5) has been risk assessed based on the age of trees known to be present. Highway trees within Category 4a, 4b and 5 urban carriageways are deemed to be very low risk so do not form part of the service inspection regime.

6.6.3 Service inspections are then undertaken based on the following frequencies:

Risk Category	Inspection Frequency
High	3 years
Medium	5 years
Low	10 years

6.6.4 This service inspection regime was introduced in 2013 therefore it will take 10 years for all highway trees within the inspection regime to be inspected.

6.7 ***Service Inspections – Traffic Signals***

6.7.1 Traffic signals are subjected to the following service inspections:

Inspection Type	Frequency
Detailed visual inspection	Monthly
Service	Annually
Electrical Testing	6 yearly

6.7.2 In addition, traffic signals are remotely monitored which enables faults to be identified.

6.8 ***Service Inspections - New Developments***

6.8.1 Developers may request for the highway within a new development to be adopted and then maintained by the Council under Section 38 of the Highways Act 1980.

6.8.2 Developers may request for the existing highway network to be modified to facilitate a new development under Section 278 of the Highways Act 1980.

6.8.3 The Council requires that new developments and modifications are designed and constructed in accordance with the Council's Highways Design Guide for Residential Development and then inspected during the construction phase before being formally adopted.

6.8.4 The Highway Design Guide for Residential Development can be found at the following link:

<http://www.durham.gov.uk/media/5887/Highways-design-guide-for-residential-development/pdf/ResidentialDesignGuide.pdf>

6.9 **Service Inspections - NRSWA**

6.9.1 Statutory undertakers are utility companies with apparatus in or below the highway. Statutory undertakers have legal rights under the New Roads and Street Works Act 1991 (NRSWA) to undertake works on the highway to install, inspect, maintain, repair or replace apparatus.

6.9.2 Following any works statutory undertakers are required to reinstate the highway to an appropriate standard and provide a guarantee on the quality of the works ranging from 2 to 3 years.

6.9.3 The statutory undertakers within County Durham are:

- Northern Powergrid;
- Northern Gas Networks;
- BT Openreach;
- Northumbrian Water; and
- Virgin Media.

6.9.4 Statutory undertaker contact details are provided in Appendix 1.

6.9.5 The Council has the power to inspect the reinstatement of the highway to ensure that it is done to the appropriate standard.

6.9.6 The inspections are undertaken on a sample basis as follows:

Stage	Sample
During the works	10%
Within six months after permanent reinstatement	10%
During the three months before the end of the guarantee period	10%

6.9.7 Any defects identified from the inspection are reported to the relevant statutory undertaker for rectification.

7. **Reports from the Public**

7.1 The Council relies on reports from the public to detect highway defects in between scheduled safety and service inspections and these should be reported to our Customer Services team.

7.2 All emergencies (which are defined as any defect deemed to be an immediate danger to public safety) must be reported by telephone number 03000 261000 which is staffed 24 hours every day of the week to ensure that they are treated as a priority.

7.3 Other issues may be reported by:

- Website: <https://doitonline.durham.gov.uk/>
- Email: help@durham.gov.uk
- Telephone number: 03000 261000

7.4 Please note that website and email service requests are only monitored during normal working hours.

7.5 All reports will be assessed by our Customer Services team and then directed to the appropriate team for action.

8. Condition Surveys

8.1 Condition surveys are primarily intended to identify deficiencies in the highway fabric which, if untreated, are likely to adversely affect its long term performance and serviceability.

8.2 Condition surveys help determine programmed maintenance subject to the TAMP and available budgets.

8.3 The types of survey undertaken and frequencies are as follows:

Asset	Survey	Frequency
A - Roads	Surface Condition Assessment for the National Network of Roads (SCANNER)	100% surveyed in one direction only annually
B - Roads		100% surveyed in one direction only annually
C – Roads		100% surveyed in one direction only annually
Unclassified Roads (Cat 3a, 3b, 4a bus routes only)		One direction surveyed annually
Unclassified Roads	Coarse Visual Inspection (CVI)	Minimum 25% annually
Footway Hierarchy 1, 1a, 2, 3, 4	Footway Network Survey (FNS)	Minimum 25% annually
Carriageway Hierarchy 2 & 3a	Skid Resistance – using Sideway-force Coefficient Routine Investigation Machine (SCRIM)	Annually
Carriageway Hierarchy 3b, 4a and 4b		Not routinely undertaken

All locations	Vehicle Restraint Systems	On a 2 year cycle if more than 10 years old or a 5 year cycle if less than 10 years old
All highway structures with a span > 1.5m	Structures – General Inspections	Every 2 years
All principal road network and other significant structures	Structures – Principal Inspections	Frequency varies between 6 and 12 years depending upon risk assessment
Any structure identified through the general inspection or from reports	Structures – Special Inspections	As required
All structures on rivers subject to fast changing environment or deep water	Underwater Inspections	Every 2 years or following severe flood conditions

9. Reactive Maintenance

9.1 Reactive maintenance is focused on rectifying safety related defects:

- Sign and make safe for safety purposes;
- Provide initial temporary repair for safety purposes; and
- Provide right first time permanent repair for safety purposes where reasonably practicable.

9.2 *Carriageways, Footways and Cycle Routes*

9.2.1 Defects that are identified during safety inspections or following reports from the public are prioritised for rectification into defect categories based on risk where reasonably practicable as follows:

Defect Category	Definition	Service Level
Category 1.1 – Emergency	Defects that require an emergency response because they represent an immediate risk to life.	Defects repaired or made safe within 2 hours. Where defects are made safe or temporary repairs undertaken a permanent repair will be carried out within 28 days.
Category 1.2 – High Priority	Defects that require prompt attention because they represent an immediate or imminent hazard or because there is a risk of short-term structural deterioration	Defects repaired within 72 hours.

Category 2.1 - High Priority	Defects deemed not to represent an immediate or imminent hazard or risk of short term structural deterioration. Such defects may have safety implications, although of a far lesser significance than Category 1 defects, but are more likely to have serviceability or sustainability implications.	Routine maintenance within 14 days.
Category 2.2 - Medium Priority		Routine maintenance within 3 months.
Category 2.3 - Low Priority	These defects are not required to be urgently rectified. They will be reviewed at the next inspection.	Review at next inspection.

9.3 *Public Rights of Way*

Defect Category	Definition	Service Level
Urgent	Involving immediate and potentially serious danger (unfenced quarry, collapsing path, dangerous animal or person etc.).	Inspect and take necessary action within 48 hours
High	Involving a less immediate or serious potential safety risk (barbed wire, very rough surface, overhanging branches etc.)	Inspect and take necessary action within 1 week
Non Urgent – on National Trails or Regional Route	Defect is not dangerous and is unlikely to be a hazard to the health and safety of users.	Inspect and take necessary action within 2 weeks
Non Urgent – on promoted routes	Defect is not dangerous and is unlikely to be a hazard to the health and safety of users.	Inspect and take necessary action within 1 month
Non Urgent – other paths	Defect is not dangerous and is unlikely to be a hazard to the health and safety of users.	Inspect and take necessary action within 1 year

9.4 *Street Lighting and Illuminated Signs*

9.4.1 Defects that are identified during inspections, via remote monitoring or following reports from the public, are prioritised for rectification into defect categories based on risk.

9.4.2 Street lighting and illuminated signs rely on electrical supplies from the Distribution Network Operator (DNO) or the Independent Distribution Network Operator (IDNO). The local DNO is Northern Powergrid (NPG) whose contact details are provided in Appendix 1.

9.4.3 Defects may occur with these electrical supplies and the service levels are outside of the control of the Council as they are statutory performance targets determined by the electricity industry regulator, OFGEM (Office of Gas and Electricity Markets) as part of their licence conditions which can be found at the following link:

<https://www.ofgem.gov.uk/publications-and-updates/standard-licence-condition-15a-guidance-document>

9.4.4 Defects within the control of the Council are rectified within the following response times where reasonably practicable:

Defect Category – Council Asset	Service Level
Emergency	Make safe within 2 hours
Repairs	10 working days

9.4.5 An emergency is defined as an immediate danger to public safety. Relevant examples include exposed electrical cables or knock downs as a result of a road traffic accident.

9.4.6 Defects within the control of the DNO/IDNO are rectified by them within the following response times where reasonably practicable:

Defect Category – DNO/IDNO Asset	Service Level
Emergency	Attend site to make safe within 2 hours
High Priority Fault Repair - Traffic Light Controlled	2 calendar days
High Priority Fault Repair – Non Traffic Light Controlled	10 working days
Multiple Unit Fault Repair	20 working days
Single Unit Fault Repair	25 working days

9.5 ***Traffic Signals***

9.5.1 Defects that are identified during inspections, via remote monitoring or following reports from the public, are prioritised for rectification based on risk within the following response times where reasonably practicable:

Defect Category	Definition	Service Level
Urgent (including all lamp failures)	Those defects which are likely to be an immediate danger to	Within 2 hours

	the public and/or cause excessive disruption to traffic	
Others	All other defects	Within 120 hours (working time hours only)

9.6 **NRSWA**

9.6.1 Defects identified during inspections are reported to the relevant statutory undertaker for rectification within the following response times where reasonably practicable:

Defect Category	Definition	Service Level
Dangerous	Those defects which are likely to be an immediate danger to the public	Within 2 hours
Urgent	Those defects likely to be a hazard to the public without being an immediate danger	Within 4 hours
Others	All other defects	Response time is subject to agreement between the statutory undertaker and the Council

9.6.2 Should the statutory undertaker fail to meet the response time for a dangerous defect then the Council has the power to undertake the works and then recharge the costs.

10. **Routine Maintenance**

10.1 Routine maintenance is concerned with providing works to a regular and consistent schedule aimed at maintaining the day-to-day serviceability of the network:

Asset	Service Levels	
	Regime	Frequency
Carriageways, Footways and Cycle Routes	Patching and Minor Repairs	As per local Highway Inspector works programme
	Rectification of Category 2 defects as identified during safety inspections or reports from the public	As per reactive maintenance

	Repair of minor defects identified during safety inspections or reports from the public	As per local Highway Inspector works programme
Public Rights of Way	Minor Repairs	As required
	Vegetation Clearance (Cutting / Clearing)	As per annual programme
	Vegetation Clearance (Spraying)	As per annual programme
Drainage - Road Gullies	Cleansing - All gullies are risk assessed based on known problem areas, reports, visual inspections and potential for flooding to create a hazard to the public in order to determine the cleansing frequency	Very high risk - 3 monthly (0 Units)
		High risk - 6 monthly (3,503 Units)
		Medium risk - 12 monthly (78,028 Units)
		Low Risk – 24 monthly (38,716 Units)
		Repairs
	Drainage - Manholes and catch-pits	Cleansing
	Repairs	As required
Drainage - Pipes and Culverts	Cleansing	As required
	Repairs	As required
Drainage - Grips and Ditches	Cleansing	As required
	Repairs	As required
Embankments and Cuttings	Stability	Reactive maintenance responding to inspections or as part of larger programmed works
Kerbs	Replacement	Reactive maintenance, responding to inspections and reports or as part of larger programmed works
Highway Verges - Grass Cutting	Rural Area – 1.2m wide swathe (greater at visibility splays and bends)	Generally twice per year although visibility splays may be cut up to five times per year
	Urban Areas	Five times per year

Highway Verges - Roadside Trees	All Areas – Trimming	As identified during inspections or from reports
Highway Verges – Grass Clearance	Cut back and clear spread from footpath surfaces	As identified during inspections or from reports
Carriageway and Footway Weeds	Treatment with weed killer	Twice per year
Fences and Barriers	Repair and tensioning	Reactive maintenance or as part of larger programmed works
Road Markings	Rectification of non-dangerous defects	Collated and batch orders placed for recovery
Road Studs	Rectification of non-dangerous defects	Collated and orders placed for repair or replacement
Traffic Signs and Bollards	Rectification of non-dangerous defects	Collated and orders placed for repair or replacement
Fencing and Walls	Repair	As required
Structures	Graffiti removal, drainage clearance, debris/vegetation removal	As required
Traffic Signals	Cleaning & bulk lamp change (non LED lamps only)	6 monthly
Street Furniture – Salt Bins, Waste Bins etc.	Cleaning and Repair/Replacement	Reactive maintenance or as part of larger programmed maintenance works

11. Programmed Maintenance

11.1 Programmed maintenance involves flexibly planned schemes primarily of resurfacing, reconditioning or reconstruction.

11.2 There is an annual programme which is selected based on asset management principles within approved budgets in accordance with the TAMP. Examples of programmed maintenance schemes include:

Highway Asset	Treatment Type	Description
Carriageways, Footways and Cycle Routes	Reconstruction	Fully restores the condition of the highway that is showing serious signs of structural failure
	Partial Reconstruction	To halt the deterioration of a carriageway that is showing signs of structural failure

	Resurfacing	Halts the deterioration of highways that are starting to show the signs of structural failure before they get to the stage requiring reconstruction
	Surface Treatment	Halts the deterioration of highways showing the signs of surface failure only
	Flag Replacement	Replacement of flagged footway surfaces, usually with a bituminous surface, where the flags are showing signs of displacement
Street Lighting and Traffic Signals	Replacement	Where the asset is life expired
Structures	Structures – Refurbishing, Repainting, Re-waterproofing and Resurfacing	Restoration of an existing structural asset without increasing the assets designed carrying capacity
	Structures - Creation or Upgrading	Works that either create a structure that previously didn't exist or upgrade an existing asset beyond its existing design capacity
Highway Drainage	Repair / Replacement	Works to correct highway drainage problems that cannot be carried out as either routine works or as part of other programmed works
Earthworks	Stabilisation	Works to stabilise areas of embankments or cuttings that have been identified as potentially failing in order to prevent a full failure resulting in the need for large scale reactive works
Fences and Barriers	Replacement	Fully restores the condition of a highway fence or barrier that is showing signs of deterioration and no longer meets current specifications
Road Markings and Studs	Enhancement	Works to improve road markings or studs in specific locations identified following detailed analysis of accident statistics

Street Furniture	Replacement	Fully restores the condition of the item. (Normally carried out as either reactive maintenance or, where appropriate, as part of a carriageway/footway programmed maintenance scheme).
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Appendix 1 – Statutory Undertaker Contact Details

Statutory Undertaker	Website	General Contact Number (Non-Emergency Contact Details)	General Email Address (Non-Emergency Only)	Emergency Contact Details	
				During Works	All Other Times
Northern Powergrid	www.northernpowergrid.com	0845 070 7172	cus.serv@northernpowergrid.com	Use contact number on the site information board or 01642 258 082	0800 66 88 77
Northern Gas Networks	www.northerngasnetworks.co.uk	0845 634 0508	customercare@northerngas.co.uk	Use contact number on the site information board or 0800 111 999	0800 111 999
BT Openreach	www.openreach.co.uk	0800 800 154	Not Available (Online reporting form available on website)	Use contact number on the site information board or 01425 615 791	0800 023 2023
Northumbrian Water	www.nwl.co.uk	0845 604 7468	Not Available (Online reporting form available on website)	Use contact number on the site information board Or 0191 301 6104	Leaks 0800 393 084 Sewage system floods 0800 328 7648 Others 0191 301 6104
Virgin Media	www.virginmedia.com	0845 149 0845 Option 1	Not Available (Online reporting form available on website)	Use contact number on the site information board	08708 883117 0800 694 1122 0845 301 4123