



HIGHWAY MAINTENANCE MANAGEMENT PLAN

VOLUME 2 HIGHWAY NETWORK MAINTENANCE

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HIGHWAY MAINTENANCE MANAGEMENT PLAN

Volume 1: Introduction & Overview

Volume 2: Highway Network Maintenance

Volume 3: Highway Drainage

Volume 4: Winter Service

Volume 5: Severe Weather and other Emergencies

Volume 6: Highway Structures

Volume 7: Traffic & Transport (incl Traffic Management & Road Safety)

Volume 8: Street Lighting and Illuminated Signs

Volume 9: Other Miscellaneous Functions

Including:

Sweeping and Street Cleansing

Weed Control

Verges and Open Spaces

Trees

Grass Cutting

Public Rights of Way

Volume 10: Highway Development Control

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VOLUME 2 - HIGHWAY NETWORK MAINTENANCE

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VOLUME 2 – HIGHWAY NETWORK MAINTENANCE

1. Introduction

Wokingham Borough Council (Wokingham) has developed this Wokingham Highway Inspection Policy (WHIP) to document Wokingham's highway safety inspection and reactive maintenance regime.

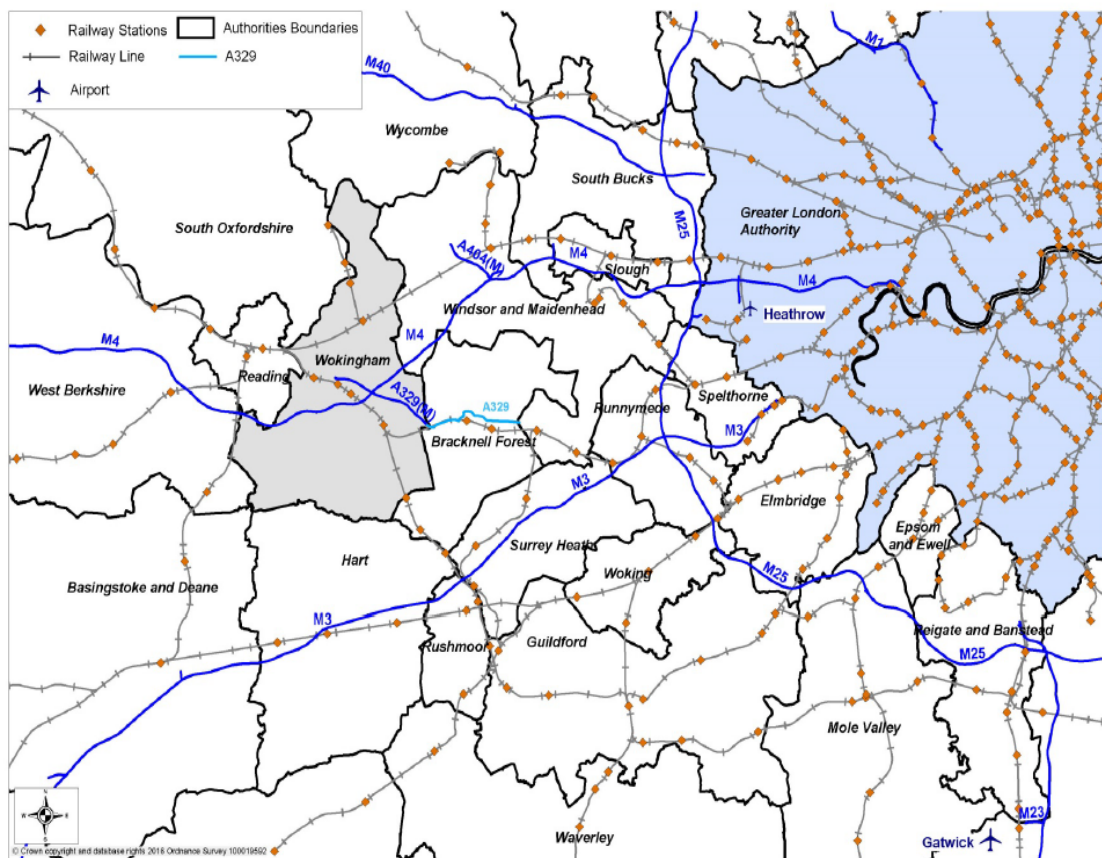
The WHIP has been developed to align to Well-Managed Highway Infrastructure: A Code of Practice, October 2016 (the Code), and associated guidance.

The WHIP describes Wokingham's overarching approach to highway safety inspections and how reactive maintenance should be carried out.

The WHIP is fundamental to Wokingham discharging its duty as a highway authority under Section 41(1) of the Highways Act 1980, to maintain all highways maintainable at public expense.

Wokingham Borough is located within the west of Berkshire. It is a great place to live, learn and do business with a good quality of life, helped by its excellent access to London and the key airports of Heathrow and Gatwick. It is continually growing, evolving, and diversifying, playing a key role in the country's economy as part of the Thames Valley and M4 corridor, as well as having European and international significance.

Figure 1: Location of Wokingham Borough



Wokingham have a duty to maintain all public highways within Wokingham's boundary, with the exception of the M4 motorway, which is the responsibility of Highways England.

Wokingham liaise and collaborate with its neighbouring authorities to support a consistent approach to highway maintenance across boundaries as required in the Code.

2. Wokingham's Highway Assets

The Council's highway network assets are high value and to replace them with new assets at 2018/19 construction prices would cost in the region of £1.3 billion. This is reported in the Whole of Government Accounts for Wokingham as the Gross Replacement Cost (GRC), plus a further £2.2 billion of associated land.

The scale of the major asset groups is outlined in Table 1 below. Data is based on Wokingham's 2019 Whole of Government Accounts (WGA) return.

Table 1: Highway Assets

Asset Group	Description	Estimated Value (cost of a like-for-like replacement as of 2018/19)
Roads and footways*	725 km of roads (including 9 km of motorway) 829 km of roadside footways 5 km of linking footpaths 53 km of off-road cycleways 9 km of on-road cycleways 322 traffic-sensitive streets	£1,095 million
Drainage	35000 road gullies 4,500 manholes Highways drainage pipework Sustainable drainage systems (SuDS) Critical drainage assets, including ditches and other structures	£96 million
Structures	243 structures (including 85 bridges, 77 footbridges, excluding earthworks/VRS system)	£154 million
Street lighting	15,866 columns	£20 million
Traffic management	40 junctions, 61 pedestrian crossings	£5.5 million
Street furniture	Signs, fencing, bins, bollards, benches, street name plates, cycle stands, etc.	£14.9 million
Land	Carriageway and footway land area, soft landscaping, grass verges, etc.	£2,237 million

*The network is expected to grow yearly through adoption of new roads.

3. Wokingham's Highway Priorities

The WHIP is a key document in supporting the delivery of several of Wokingham's strategic objectives, particularly those associated with highway network safety and resilience. Summarised below are some of the overarching drivers which specifically relate to the WHIP.

Local Plan and Local Transport Plan (2011 to 2026)

Wokingham defines the corporate Vision as 'A great place to live and an even better place to do business.'

The Local Transport Plan (2011 to 2026) defines a transport vision and highways goal that delivers improvements to meet Wokingham's transport challenges;

- **Transport Vision:** *'To provide a cost-effective, inclusive transport network that enhances the economic, social and environmental prospects of the Borough whilst promoting the safety, health and wellbeing of those that use it.'*
- **Highways Goal:** *'We want to create a resilient, safe highway network that balances capacity for all users, enhances the economic prospects of the Borough, and promotes sustainable travel.'*

2016 and 2017 Asset Stakeholder Feedback

Various stakeholder engagement exercises were held in 2016 and 2017 to define what assets and service standards are most important to Wokingham, now and in the future.

The results showed the strong support for 'safety' as the primary service level.

Wokingham 21st Century Highways and Transportation Services

The Transport Vision to support the update to the Local Transport Plan is;

'The Council's vision to 2036 is to deliver and maintain a safe, reliable and joined-up transport system that connects new and existing communities, businesses, commercial centres while providing leisure opportunities. The vision will future-proof the transport network for new and emerging technology; reduce social exclusion; improve network resilience; accommodate climate change; reduce congestion and improve productivity.'

Highway Asset Management Framework, Objectives and Service Standards

To deliver highway network safety and resilience and support the Transport Vision, Wokingham uses a Highways Asset Management (HAM) Framework. The framework sets out how asset owners ensure their assets are maintained in a safe state via the Wokingham Highway Inspection Policy (WHIP), and develop planned maintenance programmes based on the Wokingham Highways Investment Strategy (WHIS).

HAM objectives have been defined to ensure that the framework achieves the adopted AM Policy and Strategy objectives and to support the Transport vision. Further HAM objectives reflect the requirements for: organisation and governance, stakeholder needs and expectations, investment need and lifecycle planning, strategic growth, network performance, data and systems, resilience and criticality, inspection, maintenance and innovation. HAM Service Standards and associated performance measures have also been defined to monitor the success and improvement of the framework. These measures form part of the wider Highways Alliance Performance Management Framework performance.

4. Highway Asset Management

Aligned to the Code and best practice Wokingham has made a clear distinction regarding highways maintenance by splitting it into two categories: reactive maintenance and planned maintenance.

The maintenance of the Wokingham Highways network is made up of three main work streams, reactive maintenance (i.e. potholes etc.), winter maintenance (gritting) and planned structural maintenance (resurfacing, surface dressing and micro-asphalt). All these materials are of course approved by the Highways Authority Product Approval Scheme (HAPAS) which was developed by market experts to offer consistent and clear testing methods for products and systems designed for use in the highways industry.

Reactive Maintenance

The Code defines reactive maintenance as;

‘attending to the rectification of defects and other safety matters that require action arising from inspections or user information in accordance with the locally determined levels of response. Although all such matters will by definition have a degree of urgency, some may have potentially even more serious consequences, and priorities will usually be determined exclusively on the basis of risk assessment.’

Planned Maintenance

WBC undertakes a range of annual network condition surveys and uses a UKPMS accredited WDM Web PMS/UKPMS system to assist in the planning of maintenance through the systematic collection and analysis of condition data.

WBC network condition surveys data is collected by carrying out a combination of visual surveys (CVI and DVI) and footway network surveys (FNS), and machine surveys such as Scanner, SCRIM surveys.

WBC Network Condition Surveys are undertaken by accredited organizations. Inspectors for the visual surveys are accredited as per “UKPMS volume 2, chapter 2: Inspector Accreditation”.

Visual surveys are carried out on unclassified WBC carriageway network and footway network surveys (FNS) are carried out on footways. Machine survey (Scanner) is carried out on A, B, C and M roads. All Scanner vehicles meet the accreditation requirements outlined in the UK Roads Board specification “SCANNER surveys for local roads”. Minimum 50% of WBC network will be surveyed every year.

A skid resistance survey will be carried on A, M roads and B3270 every year. SCRIM results will be reviewed, and appropriate action taken if required.

The selection of roads to be included in the annual planned structural maintenance programme is based upon UK Pavement Management System (UKPMS) and calculated condition index, which includes annual Network Condition Surveys and our own internal design process (including site visits to check the condition survey scores and where required core sampling to establish the scale of intervention to be recommended). This is recognised by central government and the wider industry through its code of practice as the national standard for a well-managed highway infrastructure. It is the adoption of this system that establishes what parts of the network are prioritised for maintenance and what kind of resurfacing treatment are

appropriate for each situation. This approach ensures that the annual structural maintenance programme is based on meeting the highest priority needs on WBC network within the funding available.

Balancing Reactive and Planned Maintenance

Aligned with effective asset management, the WHIP aims to deliver increased planned maintenance and reduce reactive maintenance.

This approach has been proven to be the most cost-effective way of managing highway assets over the medium to long-term. It is considered best practice and is recommended by the Highway Maintenance Efficiency Programme (HMEP) and the guidance produced by HMEP.

5. Network Hierarchy & Safety Inspection Frequencies

Development of the Network Hierarchy

A network hierarchy is the foundation of any highway maintenance strategy. It considers each highway section, its functionality and predicted usage. The hierarchy adopted for Wokingham reflects the needs, priorities and actual use of each section of the network. The hierarchy is used to inform the safety inspection process, and where planned works should be prioritised. *The hierarchy enables assessment of risk, based on functionality factors such as volume of traffic or vulnerable highway users, to inform planned maintenance priorities as well as inspection frequencies and response times.*

It is also important that the local hierarchy is dynamic and periodically reviewed to reflect changes in network characteristics and overall changes to the network through adoption, stopping up and changes in usage.

In early 2018, Wokingham reviewed the network hierarchy to align it to the Code. The network hierarchy reflects actual usage based on the best available data and local knowledge.

Wokingham's Network Hierarchy & Safety Inspection Frequencies

The network hierarchy for carriageways, footways, cycleways and public rights of way are shown in the Tables 2, 3, 4 and 5 below along with the corresponding inspection frequency.

Table 2: Carriageway Hierarchy

CARRIAGEWAYS			
Category	Functionality Factor	Functionality Definition	Inspection Frequency
1	Prestige	A329(M) A3290	Weekly
2	Very High Traffic Volume	Other A Roads B3270 B3350	Monthly
	Essential Services	Hospital	
	Major Traffic Generators	University Town Centre Rail Station	
3	High Traffic Volume	Local Knowledge	Quarterly
	Medium Traffic Generators	Large School Retail Centre Primary Shopping Area	
	HGV Usage	Industrial Estate	
	High Cyclist Volume	On Carriageway Cycle Route	
	Bus Route	1 or more buses per Hour	
4	Medium Traffic Volume	Local Knowledge	Six Monthly
	Minor Traffic Generators	Small School Place of Worship GP Surgery Care Home Local Shopping Area	
	Medium Cyclist Volume	Local Knowledge	
	Infrequent Bus Route	Less than 1 bus per hour Occasional Buses	
5	Low Traffic Volume	Local Knowledge	Annually
	Low Cyclist Volume	Local Knowledge	
	No Traffic Generator	None of the above	

Table 3: Footway Hierarchy

FOOTWAYS			
Category	Functionality Factor	Functionality Definition	Inspection Frequency
1	Prestige	High Profile	Weekly
2	Very High Pedestrian Volume	Local Knowledge	Monthly
	Essential Services	Hospital	
	Major Traffic Generators	University Town Centre Rail Station	
3	High Pedestrian Volume	Local Knowledge	Quarterly
	Medium Traffic Generators	Large School Retail Centre Primary Shopping Area	
4	Medium Pedestrian Volume	Local Knowledge	Six Monthly
	Minor Traffic Generators	Small School Place of Worship GP Surgery Care Home Local Shopping Area	
	Medium Cyclist Volume	Off Carriageway Cycle Route	
	Bus Route	All Buses	
5	Low Pedestrian Volume	Local Knowledge	Annually
	No Traffic Generator	None of the above	

Table 4: Wokingham Housing Estate Carriageways and Footways

Wokingham Housing Estate Carriageways and Footways			
Category	Functionality Factor	Functionality Definition	Inspection Frequency
1	All Wokingham Housing Estates	All carriageways and footways within the boundaries of the estate	Annually

Cycle ways which are part of the carriageway or footway shall be inspected as part of that asset at the same frequencies.

Table 5: Public Rights of Way

Public Rights of Way (PRoW)			
Category	Functionality Factor	Functionality Definition	Inspection Frequency
1	Metalled PRoW	Metalled PRoW (Non-Footway i.e. not adjacent to a carriageway)	Annual

6. Conducting Safety Inspections

Adopted roads, footways and cycleways will form part of an 'inspection route'.

Mode of Inspection

Driven Inspections

Carriageway safety inspections will comprise a visual assessment and be undertaken in a vehicle moving at a slow speed, one driving and one conducting the inspection at frequencies illustrated in Table 6. Driven inspections of the A329M, A3290 and A33 Swallowfield Bypass will be undertaken at prevailing traffic speeds and covered twice in both directions to ensure full lane coverage.

Walked Inspections

Walked visual safety inspections will be carried out on footways (adjacent to carriageway), footpaths, cycleways and metalled public rights of way. Where footways, adjacent to the carriageway, require a more regular inspection frequency than the carriageway, the carriageway can be inspected visually at the same time as the adjacent footway on foot.

Table 6 Minimum Level of Inspection

Asset Type	Minimum Inspection Requirement	Network Type Inspection km/year**
PROW Footpath or Cycleway	Walked* in One Direction	160km
Carriageway with Footway on One Side	Walked in One Direction	143km
Carriageway with Footway on Both Sides	Walked in Both Directions	1,283km
Carriageway and Dual Carriageway	Driven in Both Directions	2,712km
A329M, A3290 & A33 (including slip roads)	Driven in Both Directions x2	1,562km

**Cycleways may be inspected by bicycle ** Quantities provided are approximate and subject to revision.*

When to Inspect

Based on the network hierarchy assessment the inspection due date is automatically calculated for a given section based on the last recorded inspection date. Highway Safety Inspectors should aim to undertake inspections as per the defined frequency, however to cater for inclement weather and staff absence the tolerances in Table 7 below are permitted and exceptions must be recorded on the inspection log.

Table 7: Frequency Tolerances

Inspection Frequency	Tolerance
Weekly	± 1 week
Monthly	± 2 weeks
Quarterly	± 4 weeks
6 Monthly	± 4 weeks
Annually	± 6 weeks

7. Highway Safety Inspectors' Duties

Highway Safety Inspector Core Duties

The Highway Safety Inspectors' core duties are to:

- Undertake highway safety inspections on-time.
- Record and action reactive (safety) maintenance defects, by accurate Task Orders, on the highway network in a timely manner.
- Report and action defects associated with statutory utility works notifying Wokingham's Streetworks team.
- Identify and report asset condition not requiring reactive (safety) maintenance intervention but which should be considered for planned (and preventative) maintenance as part of safety inspections.
- Investigate and respond to customer and service enquiries.
- Support accident and insurance claims from third parties.
- Ensure their own and others safety while undertaking activities on the highway.

Items to be inspected

Highway Safety Inspectors are required to carry out safety inspections of the highway network including actioning all safety defects that pose a risk to highway users relating to standard highway assets: carriageways; cycleways, footways; structures; all road restraint systems; drainage; lighting; traffic management/signals and street furniture. Highway Safety Inspectors are also required to record and pass to the asset owners any condition data or defects that would support the asset owners to deliver planned maintenance.

The list below is non-exhaustive, however has been provided for guidance:

- Highways surface defects (e.g. depressions, trips, potholes)
- Polished surface with lack of skid resistance (including anti-skid surfacing)
- Kerbs and channels
- Drainage issues including gullies, manholes, excessive standing water
- Structures, bridges and all vehicle restraint systems
- Street lighting
- Traffic signals and other ITS/TM systems
- Traffic signs, road markings, road studs and cats eyes
- Street furniture including emergency telephones (A329(M)) and grit bins
- Cabinets, chambers, boxes, frames and covers
- Obstructions including fencing, vegetation, highway encroachments, skips, advertising boards, and unauthorised building works
- Debris, spillages, gravel, diesel and mud on road
- Hazardous trees, vegetation including blocking safety sight lines
- Statutory undertakers plant, reinstatements or live works (including s81s)
- Ensure safe working practices by all works promoters
- Litter, fly tipping, graffiti and litter bins
- Hazards immediately abutting highway

Other Highways Safety Inspector Duties

Highway Safety Inspectors will also be expected to:

- Inform the Highways Asset Manager if any road section hierarchy is deemed to be incorrectly allocated including reporting if there has been, or forecast, a

significant change in the functionality or usage of any section of the network that triggers a review of the highway management hierarchy category of that section. The change may be temporary or permanent.

- Reporting unsafe activities associated with routine highway safety inspection matters including but not limited to skip/hoarding licenses, unauthorised signs/encroachments, overhanging vegetation from private land, including issuing initial informal notification and liaising with/reporting to wider Council departments such as but not limited to planning, property, building control, car parking and the street works team.
- Adopt a polite approach to the general public.
- Work collaboratively with colleagues.

Recording Inspections

Where safety defect issues are identified, these will be marked using white spray paint, except high quality public realm areas like Market Place, photographed and recorded on the Highway Safety Inspector's electronic hand-held devices, including GPS. The defects will be recorded as part of the inspection report, and Task Orders for any defects will be issued at the time the defect is discovered. The reporting system will also record and report any condition data and that data, including GPS co-ordinates, will be reported electronically to the asset owners onto an asset management system or systems provided and hosted by Wokingham.

The data will be required to be held and accessible to the Council during the life of the Contracts and either transferred to the Council on expiration of the Contracts or for a period of 6 years post the contract expiry date to allow the Council to defend claims post contract end date.

Customer Services, Enquiries and Complaints

The Contractor and Highway Safety Inspectors are required to deal with enquiries in a professional and timely manner in accordance with a customer service, service level agreement (SLA) to be agreed with the Council and the Contractor. The following number of customer enquiries relating to the reactive highways service were received by the Council and Contractor in 2017:

1,250	Online Service requests raised by members of the public
6,262	Telephone calls (via customer services)
2,380	Email enquiries/service requests (Contact Us form)
324	Live web chat (where WBC engage)

It is envisaged that the 21st Century Council initiate and move to self-serve, supported by an effective Customer Relationship Management (CRM) system, operated and hosted by the Contractor will significantly reduce the number of service enquiries that need investigation.

Further to an acknowledgement of a highways defect Table 8 below shows the action and customer response options.

Table 8: CRM Service Request Assessment, Action and Customer Response

CRM Service Request Type	Action	Customer Response
Highways Urgent or Priority (Equivalent to Cat 1A or 1B)	Service Request to be assessed and actioned in accordance with Defect Response Section 8/ Table 9 upon receipt. <i>NB: The SLA and Contractor's expertise will be required to assess and determine whether a Service Enquiry is considered and determined as "Urgent" or "Priority" warranting 2hr or 24hr investigation/intervention respectively.</i>	Customer acknowledgements stating investigation will be undertaken within 24hrs for "Urgent" and "Priority" enquiries or 28 days for "Standard" enquires. Following up customer response upon satisfactory resolution of enquiry which may include: <ul style="list-style-type: none"> Defect will be repaired within 2/24hrs; Defect will be repaired within 28 days; Defect will be passed to the planned maintenance team for further assessment; No action is required.
Highways Standard (Equivalent to Cat 2A or 2B)	Service Request to be assessed and actioned as per Defect Response Section 8, Table 9 within 10 working days.	

If a CRM Service Request is received outside of normal working hours (i.e. between 5pm and 8am on weekdays, all day on weekends and Bank Holidays) the out-of-hours Contractor service will be responsible for responding to the enquiry in accordance with Table 8 and the SLA.

The preferred method of communication will be online via the Council's website, however the Contractor will be required to provide and host a system for logging, acknowledging and responding to calls and postal enquiries.

Where an enquiry is received by the Contractor that needs to be dealt with by the Council; the Contractor will forward the enquiry through to the Council in a process set out by the SLA.

Third Party Claims

Where Wokingham retains responsibility for processing third party claims relating to the highway network, Highway Safety Inspectors will be required to assist fully with the assessment and defence of such claims and compile evidence to support the Council's case. The process will vary depending on the nature of the claim, however it may include on-site investigation, reviewing inspection records, supporting the Council's insurance team build the defence/file and attend court. In the 5 years leading up to 2017/18 the Council received an average of 83 claims per annum with only 10% of those claims leading to a settlement to the claimant. Where future settlements result from non-compliance of the WHIP, the Council reserves the right to pass the claim to be dealt with by the contractor, and for the avoidance of doubt should the claimant be successful in this scenario, due to non-compliance of the WHIP, the Contractor will be responsible for any settlement or claim awarded against the Council. The Contractor should ensure they have appropriate insurances to cover this risk.

This sets out the fundamentals and principles for dealing with claims, however the Council and the Contractor will be required to agree exact details in a "Claims Handling Protocol Agreement".

8. Defect Response

Defect Response Triggers

All safety defects that represent a risk to highway users are recorded and the level of response determined on the basis of the Highway Safety Inspector's judgement. The assessment will take account of particular circumstances. For example, the degree of risk from a pothole depends upon not merely its depth but also its surface area, the severity of the side wall and location. The Highway Safety Inspector will adopt a risk based approach to determine whether to take, or not to take action, and what action if determined necessary.

Risk Based Approach

Highway Safety Inspectors are required to take an appropriate and consistent approach to deliver a risk based approach to reactive highways maintenance through their experience, expertise and training. In addition, periodic reviews are to be undertaken of the WHIP, inspector competence and the overall process relating to assessing, determining and responding appropriately to risk.

Risk in deciding if a defect requires a repair is based on the safety of highway users, including vulnerable users. Considering risk will, as far as is reasonably practical, follow the risk matrix in Table 9 below.

The level of risk is the relationship between the likelihood and potential severity of an incident. The likelihood and severity of an incident occurring are informed by factors including:

- **Usage of the highway section in which the defect is present** – E.g. The lower the hierarchy category, the lower the usage volume and therefore the lower the likelihood of an incident occurring.
- **Exact location within the highway** – E.g. A rocking slab at the back of a footway under a bench, is less likely to cause a trip than a rocking slab in the middle of the footway.
- **Size of the defect** – E.g. A pothole the size of a football in the carriageway would present a higher potential severity than a pothole the size of a tennis ball in the same location.

The risk matrix in Table 9 below, will be used by the Highway Safety Inspector to determine the response time for defects. In all cases the risk, and therefore the response time of a defect will be determined by the expert judgement of the Highway Safety Inspector and will be dependent on the risk to the highway user. The consistency of the Highway Safety Inspector's application of this approach is ensured through training.

The Highway Safety Inspector is responsible for assigning a defect response category in accordance with Table 9, by which the Contractor must rectify the defect.

Table 9: Risk Matrix

	Likelihood of Incident			
Severity of Incident	Very Low (1)	Low (2)	Medium (3)	High (4)
Negligible (1)	1	2	3	4
Minor (2)	2	4	6	8
Significant (3)	3	6	9	12
Severe (4)	4	8	12	16
Response Category	Cat 2B	Cat 2A	Cat 1B	Cat 1A

Defect Response – Time & Action

Defects are defined as Category 1 or Category 2, both with sub-categories A and B as follows:

Category 1

Defects that require urgent attention because they represent an immediate or imminent hazard to the highway user prioritised as follows:

Cat 1A – Works to be repaired or made safe within 2 hours of notification to the Contractor.

Cat 1B – Works to be repaired or made safe within 24 hours of notification to the Contractor.

Category 2

Defects which are deemed not to represent an immediate or imminent hazard to highway users, nor will they deteriorate to become a hazard before they are repaired within 28 days for Category 2A or before the next inspection cycle for Category 2B prioritised as follows:

Cat 2A – Works to be repaired within 28 days.

Cat 2B – Works to be referred to the Asset Owners to be considered for Planned Maintenance.

Table 10: Defect Categories

Priority	Response Time	Definition	Notes
Cat 1A (Urgent)	2-hour response	The Contractor will repair or make safe within 2 hours of reporting under a Cat 1A Urgent Task Order. If further work is required this will be undertaken by a follow up Cat 2A Standard Task Order within 28 days from the date of the original defect being reported.	The response time will formally commence when the Highway Safety Inspector discovers the defect or the Contractor receives the Highways Urgent or Priority customer Service Request. The Council promote a 'right first time' approach to defect repair, however when this is not possible a make safe or temporary repair within the Cat 1A or 1B response time is considered acceptable.
Cat 1B (Priority)	24-hour response	The Contractor will repair or make safe within 24 hours of reporting under a Cat 1B Priority Task Order. If further work is required this will be undertaken by a follow up Cat 2A Standard Task Order within 28 days from the date of the original defect being reported.	Although a 28 day follow up permanent repair is permitted, where the make safe or temporary repair leaves a safety risk it may be determined appropriate to accelerate the permanent repair to eliminate the risk and this judgement and risk during the 28 day follow up period will be made and carried by the Contractor.
Cat 2A (Standard)	28-day response	The Contractor will attend and repair under Standard Cat 2A Task Order within 28 days.	
Cat 2B (Inform Planned Maintenance Team)	Inform Asset Owner for Planned Maintenance	Reactive maintenance safety response is not required, but defect must be reported to asset owner for consideration for planned maintenance.	Record the defect and inform asset owner for consideration in planned maintenance programme.

9. Competency and Quality Assurance

Staff involved in the delivery of the WHIP will be suitably trained and competent to ensure a robust and consistent approach to delivering a safe highway network in Wokingham. The competencies and training required by the Highway Safety Inspectors are outlined below.

Highway Safety Inspector Training and Competency

Highway Safety Inspectors will undertake appropriate training, and refresher training as appropriate, to be agreed between the Council and the Contractor to ensure the WHIP is delivered consistently and effectively. The agreed training and competency framework should include the following:

- The requirements of Wokingham's Highway Inspection Policy (WHIP)
- Applying the risk based approach appropriately and consistently
- Defect recognition
- Highway law, administration, claims investigation and attending court
- Measurement and materials recognition
- Condition awareness and basic understanding of all highway asset types included in the safety inspection regime, including but not limited to; carriageways, footways, cycleways, anti-skid, kerbs, lining, road studs / cat eyes, structures, street lighting, drainage, traffic signals, traffic signs, safety barriers, street furniture and trees.

The competency framework will be designed and implemented in collaboration between the Council and the Contractor to ensure all Highway Safety Inspectors possess these competencies and any gaps are addressed with appropriate training within a reasonable timeframe. The framework will be reviewed and revised as appropriate.

Quality Assurance and Auditing

To ensure consistency in highway safety inspections and delivery of the WHIP, appropriate auditing will be undertaken periodically. Specific areas of concern may be requested for assurance checks and auditing (internal or external including risk insurer's requirements), however the following activities should be considered and subject to checks as appropriate:

- Inspections being undertaken and recorded in accordance with agreed frequencies
- Consistent approach of identification of safety defects via risk based approach
- Quality of Task Orders raised by Highway Safety Inspectors
- Quality of condition data being reported to asset owners to support planned maintenance
- Recording of inspections and supporting data
- Quality and response times to customer services
- Safety of activities being undertaken on the highways network, including Highway Safety Inspectors and the Contractors operatives
- Quality of reactive highway maintenance works and invoices made against Task Orders

10. Trees

- An inspection will be carried out as part of the footway, or carriageway, safety inspections. Any trees that appear to be potentially dangerous or show signs of distress will be subject to further detailed examination by a locality officer as detailed in the Council owned trees policies.
- Any obstruction of footways or obscuring of traffic signs or street lights caused by trees will be noted and rectified by:
 - If Council owned vegetation – Locality officers
 - If private vegetation – by issuing warning letters
- Trees or vegetation overhanging the highway from private property so as to endanger or obstruct the passage of pedestrians or interfere with the view of drivers of vehicles must be cut back within 28 days of notification to the owner/ occupier of the property. This procedure is in accordance with Section 154 of the Highways Act 1980.
- Provision for inspection of high risk highway trees following an extreme weather event will be set out in HMMP Vol. 5 (Severe Weather Plan).

11. Associated Services

Pedestrian Dropped Kerbs

- Whenever substantial maintenance is planned the provision of dropped kerbs will be considered at all places where pedestrians tend to cross especially where there are appreciable numbers of children in prams or disabled people. Tactile/textured paving will be used in accordance with the current national guidelines.

Vehicle Crossovers

- All applications for access to property across public footways/verges will be considered individually. For properties on classified roads formal planning permission will be needed. Applications will generally be approved unless there is concern on the grounds of road safety or if construction of a crossover will lead to a significant loss of amenity for other residents or road users.
- Generally crossovers will be constructed by a contractor engaged directly by the Council and the costs recharged to the applicant.