



Highway Inspection Manual

Contents

Highway Inspection Manual	1
1 Highway Inspections.....	4
1.1 Introduction	4
1.2 Legislation & Codes of Practice	4
1.3 Policy.....	4
1.4 Maintenance Hierarchy for the Highway Network	5
1.5 Other Surveys and Inspections in West Sussex	5
2 Principles of Formal Routine Highway Inspections	6
2.1 Objectives of Inspections.....	6
2.2 Scope of Inspections.....	6
2.3 Recording Regime.....	6
3 Formal Routine Highway Inspections	6
3.1 Inspection Routes/Frequency.....	6
3.2 WSCC Carriageway Hierarchy	7
3.3 WSCC Footway Hierarchy	9
3.4 WSCC Cycleway Hierarchy	10
3.5 Inspection Tolerances.....	11
3.6 Performance Management	11
3.7 Mode of Formal Routine Inspections	11
3.8 Driven Inspections	12
3.9 Walked Inspections	12
3.10 Inspections carried out on a bicycle	12
3.11 Ad-hoc Inspections	12
3.12 Recording Information	13
3.13 Unforeseen Circumstances.....	13
3.14 General duty to maintain	13
3.15 Activities on the highway	13
4 Classification of Defects.....	14
4.1 Investigatory Levels	14
4.2 Defect Risk Assessment	14

4.3	Assessment Table	17
4.4	Customer enquiries	17
4.5	Stats	17
4.6	Codes for Defects	17
4.7	Defects.....	19
Appendix A – Definitions and Acronyms		45
Appendix B –Highway Inspection Audits		46

Foreword

This document is part of a series of procedures within the Infrastructure Services Operations. It sets out how highway inspections will be carried out in West Sussex.



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1 Highway Inspections

1.1 Introduction

As the Highway Authority West Sussex County Council has a statutory duty under the Highways Act 1980 to maintain the highway network ensuring that the highways are safe and that the public can use them without significant obstruction.

A regime of highway inspections is necessary to identify associated defects, the need for reactive/planned maintenance work and significant obstruction/interference with the highway.

The highway includes the carriageway, footway, grass verge and pathways upon which the public have access and maintained at public expense.

The Highway Inspection Manual has been adopted to ensure a consistent county wide approach to inspections. This prescribes to frequency of inspections and the risk-based method of assessment, recording and raising of defects identified.

The formal inspection regime also assists in providing the evidence for a defence in any case of litigation brought against the County Council, where lack of adequate maintenance of the highway has been alleged by a third party.

1.2 Legislation & Codes of Practice

Section 41 of the Highways Act 1980 imposes a duty on the Highway Authority (West Sussex County Council) to maintain those roads, footways and cycle tracks that are 'highways maintainable at public expense'.

Section 58 of the Highways Act 1980 states that a statutory defence against third party claims is provided where the Highway Authority can establish that reasonable care has been taken to secure that the part of the highway to which the action relates to a level commensurate with the volume of ordinary traffic such that it was not hazardous to traffic.

Section 130 of the Highways Act 1980 places a general duty on the Highway Authority to 'assert and protect the rights of the public' in their lawful use of the highway.

UK Roads Liaison Group [Code of Practice](#) 'Well-managed Highway Infrastructure' sets out recommended minimum standards of highway inspections. This manual will be reviewed at least once every two years.

1.3 Policy

In order to satisfy West Sussex County Council's legal obligations a formalised system of highway inspections has been agreed. This ensures highway inspections will be carried out and any defects identified are repaired within prescribed timescales based on a risk assessment.

1.4 Maintenance Hierarchy for the Highway Network

In arriving at a maintenance hierarchy for carriageways and footways, guidance has been taken from Code of Practice 'Well-managed highway infrastructure'. The Code recognises that variations to policies may be appropriate to take account of local circumstances. However, whilst the Code is not mandatory, it is important to provide the reasoning for any departures from the Code.

The Code encourages that the hierarchy should reflect the function and use of each element of the highway network rather than being based on the road classification alone.

There are two types of highway inspections that shall be carried out by the Highway Inspector on West Sussex's highways. In addition, a condition assessment may be undertaken as described below:

- Routine formal inspections to identify hazardous (to any user of the highway including drivers, pedestrians, equestrians and cyclists) defects so that an effective repair can be carried out within a pre-determined response time.
- Ad-hoc site-specific inspections are also undertaken by Highway Inspector in response to particular circumstances, such as reports of defects from the police, general public, other agencies and utilities.

1.5 Other Surveys and Inspections in West Sussex

Additional routine inspections are also carried out these include:

Street lighting and illuminated sign inspections New Road and Streetworks Activities (NRSWA).
Bridge Inspections

Structural Condition Surveys and Detailed Inspections as recommended in UK Roads Liaison Group Code of Practice 'Well-managed highway infrastructure' are undertaken on behalf of the Director of Communities and Infrastructure by West Sussex Highways.

Structural Condition Surveys consist of a combination of machine based (SCANNER) and visual assessment (MARCH and NRMCS).

Detailed inspections are divided into Coarse Visual Inspections (CVI) and Detailed Visual Inspections (DVI). These surveys permit assessment for the purpose of prioritising structural maintenance expenditure, and for monitoring the changing condition of the network.

Supplemental detailed inspections are also carried out after a fatal collision has occurred. Remedial maintenance works will possibly be required as a result of these inspections.

2 Principles of Formal Routine Highway Inspections

2.1 Objectives of Inspections

The main objective of inspections is to identify hazardous (to any user of the highway including drivers, pedestrians, equestrians and cyclists) defects, so that they may be made safe or repaired within a pre-determined response time. These are known as intervention defects.

The inspection regime also assists in providing the evidence for a defence in any case of litigation brought against the County Council where lack of adequate maintenance of the highway has been alleged by a third party.

2.2 Scope of Inspections

Highways maintained at public expense (Classes A, B, C, D & E) within West Sussex, excluding PROW's, trunk roads and motorways, are subject to the inspection regime.

2.3 Recording Regime

All appropriate information from any inspection shall be recorded via the 'Confirm' system.

3 Formal Routine Highway Inspections

3.1 Inspection Routes/Frequency

Each road/footway/cycleway in West Sussex referred to in 2.2 is allocated to an inspection route. The hierarchy determines the mode and frequency of inspection. There are 4 inspection frequencies: 1, 3, 6 or 12 monthly.

The County Council may vary the hierarchy/inspection frequency where appropriate but must ensure that variations are recorded together with the associated reasoning. Any changes made to inspection frequency must be tested against the carriageway or footway hierarchy tables.

Minimum frequencies of inspection are provided in the following tables together with a comparison to the Code of Practice.

3.2 WSCC Carriageway Hierarchy

CoP Category	CoP Hierarchy Description	CoP Type of Road General Description	CoP Description	WSCC Category (Groups)	WSCC Description	WSCC Inspection Frequency
1	Motorway	Limited access, motorway regulations apply	Routes for fast moving long-distance traffic. Fully grade separated with restrictions on use	Not applicable	West Sussex CC is not responsible for motorways	Not applicable
2	Strategic Route	Trunk and some Principal A Roads between Primary Destinations	Routes for fast moving long-distance traffic with little frontage 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 vehicle parking is generally prohibited	2	Principal A roads between primary destinations	Monthly
3a	Main Distributor	Major Urban Network and Inter-primary links. Short to medium distance traffic	Routes between Strategic Routes and linking urban centres to the Strategic Network with limited frontage access. Urban speed limits are generally 40mph or less, parking is restricted at peak times and there are positive measures for pedestrian safety	3a	All other A and most B Class Roads	Monthly
3b	Secondary Distributor	Classified Road (B&C class) and unclassified urban bus routes carrying local traffic with frontage access and frequent junctions	In rural areas these link larger villages and HGV generators to the Strategic and Main Distributor networks. In built-up areas there are generally 30mph speed limits, very high levels of pedestrian activity with some crossing facilities including zebra crossings. On-street parking generally unrestricted except for safety reasons	3b	Remainder of B Class roads, and roads of any class such as the Advisory Lorry Routes as defined in the Local Transport Plan (LTP) that carry traffic volumes similar to those experienced on 'B' class roads	Monthly

4a	Link Road	Roads linking between the Main and Secondary Distributor Network with frontage access and frequent junctions	In rural areas these link the smaller villages to the distributor roads. They are of varying width not always capable of carrying two-way traffic. In urban areas they are residential or industrial interconnecting roads with 30 mph speed limits, random pedestrian movements and uncontrolled parking	4a	<ol style="list-style-type: none"> 1. In rural areas - roads linking between Main and Secondary Distributors with frontage access and frequent junctions, having speed limits of 40mph and traffic flows >1000 vehicles per day 2. In urban areas - other heavily used roads, such as industrial estate roads, having speed limits of 30 mph 	3-monthly
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. Often single lane width and unsuitable for Large Goods Vehicles (LGV). In urban areas they are often residential loop roads or cul-de-sacs	4b	Unclassified roads forming important links and quiet C roads	6-monthly
				4c	Other Roads - Access Roads	Annually

Notes

CoP = Code of Practice 'Well-managed highway infrastructure'

To reflect the specific nature of the network in West Sussex, Group 4b has been sub divided further to enable an additional level of inspection based on usage and associated risk. The new sub-divisions are Group 4b, to be inspected at a higher 6-month frequency, and 4c to be inspected annually as currently defined in the Code.

Where definitive data on daily traffic volumes and typical speeds is not available, categorisation will be based on the judgement of experienced highway staff.

3.3 WSCC Footway Hierarchy

CoP Category	CoP Category Name	CoP Description	WSCC Category (Grouping)	WSCC Description	WSCC Inspection Frequency
1(a)	Prestige Walking Zone	Very busy areas of towns & cities with high public space and street scene contribution	1 (Very heavily used footways)	Urban shopping and business areas. Includes precincts, main shopping areas and major transport nodes such as large train stations or large city-centre car parks	Monthly
1	Primary Walking Zones	Busy urban shopping and business areas and main pedestrian routes			
2	Secondary Walking Routes	Medium usage routes through local areas feeding into primary routes, local shopping centres etc.	2 (Heavily Used Footways)	Access routes in urban areas, local shopping parades outside town centres (5 shops or more), defined parts of routes to schools and educational establishments (more than 1,000 pupils)	3-monthly
3	Link Footways	Linking local access footways through urban areas and busy rural footways	3 (Frequently Used Footways)	Town / City Schools and schools with defined walking bus routes, busy rural footways, industrial estates or business parks, large NHS hospital defined frontages.	6-monthly
4	Local Access Footways	Footways associated with low usage, short estate roads to the main routes, and cul-de-sacs	4 (Little Used Footways)	All footways not covered in other groups	Annually
5	-	-	5 (Footpath of limited use / access)	Generally unbound narrow path /alley on which limited maintenance is undertaken commonly known as twittens	Annually

Notes

CoP = Code of Practice 'Well-managed highway infrastructure'

3.4 WSCC Cycleway Hierarchy

CoP Category	CoP Category Name	CoP Description	WSCC Category	WSCC Description	WSCC Inspection Frequency
A	Cycle Lane	Cycle lane forming part of the carriageway, commonly 1.5 metre strip adjacent to the nearside kerb. Cycle gaps at road closure point (no entries allowing cycle access)	Cycle Lane	Cycle lanes defined by white edge lining on any class road Including painted or coloured surfaces	6 monthly
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	Cycle path	Designated cycle paths which are either shared, partially segregated or fully segregated on any class of footway within the hierarchy	As per frequency of footway
C	Cycle Trails	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	Cycle Route	Permissive metalled surface cycle routes where WSCC has a power or duty to maintain	Per annum

Notes

CoP = Code of Practice 'Well-managed highway infrastructure'

Inspection on designated or specifically signed cycle routes (i.e. Sustrans routes) where cycling is diverted will be inspected as the road hierarchy.

3.5 Inspection Tolerances

There is a controlled programme of routine inspections that are required to be completed each year.

The inspections are programmed on a weekly basis. Each inspection week has a tolerance as defined below.

Tolerance

Frequency of inspection	Tolerance level
1 and 3 month	Programmed week +/- 1 week
6 monthly and annual	Programmed week +/- 2 weeks

If an Inspection cannot be completed on the Programmed Week or within the tolerance level e.g. inclement weather (such as snow), then this must be agreed by the Senior Highway Inspector and recorded at the time of the inspection so an accurate record can be maintained. The inspection must then be completed as soon as practicable.

3.6 Performance Management

Performance management of Formal Routine Highway Inspections will be subject to regular audit as outlined in the table below:

Measure	Frequency of review
Ensure routes are completed on time and in accordance with the inspection programme	At least once per calendar month
Ensure inspections are carried out correctly in accordance with the requirements of the Highway Inspection Manual	Inspectors to be audited once each year in accordance with Appendix C

3.7 Mode of Formal Routine Inspections

Carriageway inspections are carried out either on foot or from a slow-moving vehicle. Where a vehicle is used it MUST be "double manned" unless adequate justification for an exception to this rule is fully documented and agreed with the Head of Highway Operations.

Footway inspections are to be undertaken on foot, unless adequate justification for an exception to this rule is fully documented and agreed with the Head of Highway Operations.

Cycleway inspections are carried out either on foot or from a bicycle.

All inspections will be undertaken in accordance with this policy and any other safety guidance issued to staff.

All possible precautions must be taken to ensure the inspection is carried out safely (see Yellow Book and see relevant risk assessment contained therein). If at the time of inspection, the Highway Inspector considers it too hazardous to complete a route safely then they should consult with the Senior Highway Inspector for advice and record actions.

3.8 Driven Inspections

All driven inspections must be carried out using an official vehicle with appropriate safety markings and beacons.

The Highway Inspector is required to identify defects (where practicable) over the whole highway.

The speed for driven inspection is generally 30mph however this is dependent on road and traffic conditions.

Unless a section of highway is unidirectional monthly driven inspections will be carried out in opposite directions in alternate months.

All other driven inspections will be carried out in both directions unless it is uni-directional or otherwise agreed with the Senior Highway Inspector. All deviations shall be recorded.

3.9 Walked Inspections

The Highway Inspector is required to walk both footways and identify defects (where practicable) over the whole highway.

Attention should be paid to pedestrian crossing points, shared footway/cycle way, designated cycle ways and Pegasus crossings. Footway criteria investigation levels apply to the carriageway at these crossing points.

When inspecting the upstand on a vehicle access apron adjacent to the road/kerb footway trip intervention levels do not apply.

3.10 Inspections carried out on a bicycle

Cycled inspections are carried out at an appropriate speed and cover the extent of the cycleway.

3.11 Ad-hoc Inspections

Any investigatory level defect identified outside of a planned inspection is recorded as an ad-hoc defect.

Examples of site-specific inspections include reports of isolated defects from the police or general public and additional inspections that are higher than the frequency expected for that category of road.

Emergency, 24 hour or 5-day defects identified while in transit between two points that are not on any current inspection route are also required to be recorded. Any defect found requiring a greater response time than 5 days is NOT an in-transit defect and an enquiry should be sent to the relevant Senior Highway Steward for action.

Some external defects, such as street lighting and utilities, are dealt with via enquiry recorded on Confirm.

3.12 Recording Information

All details and defects identified arising from either a routine or ad-hoc inspection must be logged into the Confirm database.

On driven inspections and inspections carried out on a bicycle, all information should either be recorded initially into a voice recorder or on a notepad and then entered into the handheld computer or entered directly into Confirm on the day of the inspection or as soon as reasonably practicable (no longer than 2 calendar days after the inspection).

All information from walked inspections is to be directly entered into Confirm at the time of the inspection.

If this is not possible for technical reasons all details from the inspection must be loaded into Confirm as soon as practically possible.

3.13 Unforeseen Circumstances

When a particular road or section of road is obstructed while an inspection is being carried out e.g. major road works, special arrangements must be made to re-visit the site after the obstruction has been removed to ensure no intervention defects exist. If it is not possible to carry out the inspection within the correct timeframe tolerances, then the Senior Highway Inspector must be informed that the inspection has been delayed.

A note recording the obstruction(s) must be made at time of inspection. An enquiry should be sent to the Senior Highway Inspector who will log the detail and arrange for a re-inspection on an ad-hoc basis. The subsequent inspection will be recorded as a re-inspection on a no job required defect in Confirm.

3.14 General duty to maintain

Notwithstanding the defect categories in this document the Highway Inspector may refer any perceived defect to the highway asset which could present a significant risk to safe passage to the highway user. Referral in this instance is to the Senior Highway Inspector for consideration and action if required.

3.15 Activities on the highway

When carrying out routine inspections the opportunity should be taken to note any activity which may be a concern to the detriment of the highway asset. These are passed to other teams to action as appropriate.

Examples include builder activity which may damage the footway and farm vehicles depositing mud and detritus on the carriageway.

4 Classification of Defects

Identifying defects – it should be remembered that not all defects found are investigatory level defects. It is vital that the Highway Inspector is able to differentiate and prioritise accordingly.

4.1 Investigatory Levels

The risk assessment process is key to deciding if a defect requires investigation selecting the appropriate action in terms of response times for a repair. All defects that reach the investigatory level should be evaluated for their significance and the likelihood of injury or damage to a highway user.

When a risk assessment is carried out the Highway Inspector must consider the volume, speed and type of traffic, the position of the defect on the highway, the general location and the prevailing weather conditions.

4.2 Defect Risk Assessment

Risk Impact or Consequence of Event Occurring

The impact of a risk occurring should be quantified on a scale of 1 to 5 assessed using the following table as guidance.

Impact Rating	Score	Description	Possible Indicators
Serious	5	The hazard presented by the defect or due to the short-term structural deterioration in the defect, could result in serious injury or fatality.	Impact will result in serious damage to persons or property. Highway users will instinctively react to avoid the defect, and this will place them in peril. The defect could destabilise a vehicle and will place the highway user in peril.
Moderate	4	The hazard presented by the defect, or due to the short-term structural deterioration in the defect, may result in injury or damage to property.	Impact may result in damage to property or injury to a person from which they are likely to recover. Highway users will instinctively react to avoid the defect.
Minor	3	The hazard presented by the defect, or due to the short-term structural deterioration in the defect is less likely to result in damage or injury. If untreated the defect will contribute to the deterioration in the overall condition of the highway asset. The defect is likely to deteriorate further before the next routine inspection.	Most impact will not result in any damage or injury. Highway users are unlikely to react to avoid the defect and the impact will not interrupt their passage. The defect will be felt and recognised as a defect by most highway users and its presence will be a negative on their perception of the highway asset.
Negligible	2	The hazard presented by the defect, or due to the short-term structural deterioration in the defect, is unlikely to result in damage or injury. The defect will contribute to the overall condition of the highway asset. The defect is unlikely to deteriorate further before the next routine inspection.	The defect will be recognised by highway inspectors as requiring consideration but is unlikely to be felt or recognised as a defect by most highway users. The defect is unlikely to cause damage or injury.

Extremely Remote	1	Damage or injury caused by the hazard presented by the defect, or due to the short-term structural deterioration in the defect, is extremely remote. The defect is unlikely to deteriorate further before the next routine inspection.	The defect will be recognised as requiring consideration but is unlikely to be felt or recognised as a defect by highway users. It is extremely remote that the defect would cause damage or injury.
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Risk Probability or Likelihood of Event Occurring

Probability Ratings	Score	Description	Possible Indicators
Almost Certain	5	More than a 75% chance of occurrence.	Vehicle, cycle and/or pedestrian flows are high. A high % of vulnerable users may pass. The location of the defect and the topography will mean that it is difficult for a highway user to recognise and avoid. Forward visibility may be compromised.
Likely	4	60% to 75% chance of occurrence.	Vehicle, cycle or pedestrian flows may be high but differing modes are less likely to share the highway at this location. Some highway users would recognise and take action to mitigate the impact of the defect. Forward visibility is good.
Possible	3	40% to 60% chance of occurrence.	Vehicle, cycle or pedestrian flows may be moderate but differing modes are less likely to share the highway at this location. The majority of highway users will be able to recognise and take action to mitigate the impact of the defect. Forward visibility is good.
Unlikely	2	10% to 40% chance of occurrence.	Vehicle, cycle or pedestrian flows are moderate or low. Different modes are unlikely to share the highway at this location. The majority of highway users will be able to recognise and take action to mitigate the impact of the defect.
Rare	1	Less than 10% chance of occurrence.	Vehicle, cycle or pedestrian flows are very low. The speed differential between users is very likely to be low. The majority of highway users will be able to avoid the defect.

Risk Factor: The risk factor for a particular risk is the product of the risk impact and risk probability and is therefore in the range of 1 to 25. It is this factor that identifies the overall seriousness of the risk and consequently the speed of response to remedy the defect. Accordingly, the priority response time for dealing with a defect can be determined by correlation with the risk factor, as shown in the Risk Matrix in the table below.

Risk Matrix

The risk level is split into five categories ranging from low to emergency and categorised numerically, with a maximum score of 25.

Table 1: Risk levels showing what actions to take.

Score	Category	Risk level	Action
1-5	5	Low	Consider an appropriate response including no further action/monitor
6-12	4	Medium	Repair within 28 days
15-16	3	High	Make safe or repair within 5 days
20	2	Very High	Make safe or repair within 24 hours
25	1	Emergency	Make safe or repair within 2 hours

In categories 1 -3 where a defect is made safe, a permanent job should always be raised for completion.

Table 2: The risk scores detailed in Table 1 above are calculated by multiplying the impact score by the likelihood score shown below.

Risk	Probability or likelihood of event occurring				
	Rare (1)	Unlikely (2)	Possible (3)	Likely (4)	Almost Certain (5)
Impact or consequence of event occurring					
None (1)	1	2	3	4	5
Negligible (2)	2	4	6	8	10
Minor (3)	3	6	9	12	15
Moderate (4)	4	8	12	16	20
Serious (5)	5	10	15	20	25

4.3 Assessment Table

Impact	Category	Action
Emergency	Category 1	2 hours
Very High	Category 2	24 hours
High	Category 3	5 days
Medium	Category 4	28 days
Low	Category 5	Assessment

4.4 Customer enquiries

Any defect reported by a customer will either be investigated by the Customer Service Hub or be allocated to a Highway Steward for investigation. The investigatory levels, risk assessment and response times will still align to those in this manual.

4.5 Stats

Stats are required where breaking ground activities in the following circumstances:

Carriageway pothole in excess of 100mm

Edge of Carriageway or Verge defect in excess of 100mm

Breaking the surface in a footway

Resetting ironwork

All kerb works

Stats are not required in the footway if slabs are being replaced like for like or if replaced by asphalt where no digging is required. If the Highway Officer is unclear, then Stats should be requested.

When requesting Stats, the officer must log the location and ensure grid references are attached.

4.6 Codes for Defects

Carriageways (CW)

Code	Defect
CW01	CW: Carriageway Pothole
CW02	CW: Missing Modular
CW03	CW: Damaged Rocking Modular
CW04	CW: Abrupt Level Difference
CW05	CW: Heave and Subsidence
CW06	CW: Edge Erosion
CW07	CW: Void Sinkhole (not pothole)
CW08	CW: Cracks and Gaps

Footways (FW)

FW01	FW: Footway Pothole
FW02	FW: Missing Modular
FW03	FW: Damaged Rocking Modular
FW04	FW: Abrupt Level Difference
FW05	FW: Heave and Subsidence
FW06	FW: Damaged Steps
FW07	FW: Void Sinkhole (not pothole)
FW08	FW: Cracks and Gaps

Cycle Paths (CY) – including defined cycle lane in a carriageway

CY01	CY: Cycle Path Pothole
CY02	CY: Missing Modular
CY03	CY: Damaged Rocking Modular
CY04	CY: Abrupt Level Difference
CY05	CY: Heave and Subsidence
CY06	CY: Void Sinkhole (not pothole)
CY07	CY: Cracks and Gaps

Kerb (KE)

KE01	KE: Broken Rocking Damaged Kerb
KE02	KE: Missing Kerb
KE03	KE: Misaligned Kerb

Trees, Vegetation and Grass (VG)

VG01	VG: Overgrown Grass/Vegetation
VG02	VG: Overgrown Hedge
VG03	VG: Tree Issues
VG04	VG: Weed Growth
VG05	VG: Fallen Tree or Branch
VG06	VG: Obstru. Vis Splay – Grass
VG07	VG: Obstru. Vis Splay – Hedge
VG08	VG: Obstru. Vis Splay – Tree
VG09	VG: Verge Deterioration/Overrun

Ironwork (IW)

IW01	CW: Gully Missing or Broken
IW02	CW: Gully Sunken/Raised, Collapsed
IW03	FW: Gully Missing or Broken
IW04	FW: Gully Sunken/Raised, Collapsed
IW05	CY: Gully Missing or Broken
IW06	CY: Gully Sunken/Raised, Collapsed
IW07	CW: Manhole Cover Missing or Broken
IW08	CW: Manhole Cover Sunken/Raised/Collapsed
IW09	FW: Manhole Cover Missing or Broken
IW10	FW: Manhole Cover Sunken/Raised/Collapsed
IW11	CY: Manhole Cover Missing or Broken
IW12	CY: Manhole Cover Sunken/Raised/Collapsed
IW13	VE: Manhole Cover Missing or Broken
IW14	VE: Manhole Cover Sunken/Raised/Collapsed

Drainage and Flooding (DR)

DR01	CW: Flooded
DR02	FW: Flooded
DR03	CY: Flooded
DR04	FW: Underpass Flooded

Signs, Street Furniture and Fencing (SF)

- SF01 Damaged Missing Ped Fencing
- SF02 Damaged Missing Safety Barrier
- SF03 Defective Boundary Fences Wall
- SF04 Damaged Missing Safety Sign
- SF05 Sign Obscured by Vegetation

Debris and Spillages (not tree) (DS)

- DS01 Mud
- DS02 Spillages incl. fuel and oil
- DS03 Animal Carcass
- DS04 Fly Tipping
- DS05 Embankment or Bank Slips
- DS06 RTI

Winter Service (WS)

- WS01 Ice or Snow

Road Markings (LN)

- LN01 CW: Defective Lining
- LN02 CY: Defective Lining

External Defects

- UTIL Defective Utility Owned apparatus

External

- EXTT West Sussex Contractor responsibility

Twittens

- TWIT Urban Public Right of Way requiring maintenance

4.7 Defects

Category: - Carriageway
Defect: - CW: Carriageway Pothole (CW01)
Investigatory Criteria
An area of material loss resulting in a vertical edge depression (pothole).
Minimum dimensions where applicable
Carriageway: Estimated* at 40mm deep and a minimum 150mm diameter. Any breakout where the foundation is unbound.
Response: <ol style="list-style-type: none">1. Draft a job for repair.2. Use Risk Matrix to determine priority.3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs)4. Commit job.
Notes: At formalised pedestrian crossing points the carriageway becomes an extension of the footway, therefore the minimum footway levels must prevail. Where carriageway markings indicate the presence of an on-road cycle facility then cycleway investigation levels will apply. *It is not always safe or possible for a Highway Inspector to enter a live carriageway to measure a defect. This is especially true of roads in excess of 40mph where no one should attempt to measure or mark up a defect. Driven inspections are carried out from a moving vehicle where it is not reasonably safe to stop and measure defects. The Highway Inspector should use their best endeavour to estimate the dimensions and use the risk matrix for response.

Category: - Carriageway
Defect: - CW: Missing Modular (CW02)
Investigatory Criteria
A modular missing from its intended location.
Minimum dimensions where applicable
Carriageway: Missing modular, minimum 40mm diameter.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: A Modular is a pre-formed flag, slab, channel or paviour. At formalised pedestrian crossing points the carriageway becomes an extension of the footway, therefore the minimum footway levels must prevail. In Pedestrianised locations, such as town centres, the minimum footway levels must prevail. Where carriageway markings indicate the presence of an on-road cycle facility then cycleway investigation levels will apply.

Category: - Carriageway
Defect: - CW: Damaged Rocking Modular (CW03)
Investigatory Criteria
Damaged or rocking modular.
Minimum dimensions where applicable
Carriageway: Modular damaged and/or rocking more than 10mm from the horizontal.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: A Modular is a pre-formed flag, slab, channel or paviour.

Category: - Carriageway
Defect: - CW: Abrupt Level Difference (CW04)
Investigatory Criteria
An abrupt level difference leaving a vertical depression or upstand
Minimum dimensions where applicable
Carriageway: An abrupt level difference leaving an upstand of 40mm.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: An abrupt level difference in the carriageway will be classed as a defect when it has a vertical displacement. This defect does not apply to a kerb. Examples of this defect include uneven concrete road slabs and uneven or broken flags, blocks, pavements or channels. At formalised pedestrian crossing points the carriageway becomes an extension of the footway, therefore the minimum footway levels must prevail. In Pedestrianised locations, such as town centres, the minimum footway levels must prevail. Where carriageway markings indicate the presence of an on-road cycle facility then cycleway investigation levels will apply.

Category: - Carriageway
Defect: - CW: Heave/Subsidence (CW05)
Investigatory Criteria
Heave/Subsidence in the carriageway or cycleway on a carriageway
Minimum dimensions where applicable
Carriageway: Heave/Subsidence of more than 100mm vertically in a maximum length of 600mm horizontally.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job. 5. If in excess of 600mm horizontally send enquiry to the Senior Highway Steward for the area. Include details of dimensions, any obvious cause, obvious concerns and detailed photographs.
Notes: Excessive Heave/Subsidence should be reported to the Senior Highway Steward for the area and a job to be raised for temporary signs to be placed accordingly. Isolated areas should be reported to the Senior Highway Steward to investigate appropriately. At formalised pedestrian crossing points the carriageway becomes an extension of the footway, therefore the minimum footway levels must prevail. In Pedestrianised locations, such as town centres, the minimum footway levels must prevail. Where carriageway markings indicate the presence of an on-road cycle facility then cycleway investigation levels will apply.

Category: - Carriageway
Defect: - Edge Erosion (CW06)
Investigatory Criteria
Carriageway edge erosion
Minimum dimensions where applicable
Carriageway: Carriageway edge erosion of 100mm deep or more, within 300mm of the left-hand edge of the carriageway or left of the edge solid white line.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: Edge erosion allows the channelling of water, this can ingress into the carriageway and cause breakout. Defects beyond 300mm from the edge of the carriageway are covered by Verge Erosion.

Category: - Carriageway
Defect: - CW: Void Sinkhole (not pothole) (CW07)
Investigatory Criteria
A sinkhole
Minimum dimensions where applicable
Carriageway: A sinkhole in excess of 100mm depth.
Response: <ol style="list-style-type: none"> 1. If identified by a Highway Inspector, raise 2-hour job and remain on site to try and protect vehicles and other highway users from damage or injury until gang arrives. Alternatively, a 24-hour job may be raised if appropriate (using the Risk Matrix) 2. If reported by a member of the public, immediately raise a 2-hour response. 3. Always – report issue to Senior Highway Steward for further investigation.
Notes: A sink hole is typically a large hole that suddenly appears in the ground when the surface of the ground is no longer supported.

Category: - Carriageway
Defect: - CW: Cracks and Gaps (CW08)
Investigatory Criteria
Crack or gap in any part of the carriageway surface
Minimum dimensions where applicable
Carriageway: A crack or gap 40mm wide and 40mm deep
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) Commit job.
Notes: A crack or gap in an asphalt surface may be due to several reasons. In addition to the job to fill the defect an enquiry should be sent to the Senior Highway Steward for consideration. Gaps can appear between concrete road slabs and these should be filled. Where carriageway markings indicate the presence of an on-road cycle facility then cycleway investigation levels will apply.

Category: - Footway
Defect: - FW: Footway Pothole (FW01)
Investigatory Criteria
Footway pothole
Minimum dimensions where applicable
Footway & combined footway/cycle track: A footway pothole 20mm deep and more than 200mm from a vertical edge at the rear of a footway where pedestrians are unlikely to walk.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: At formalised pedestrian crossing points the carriageway becomes an extension of the footway, therefore the minimum footway levels must prevail.

Category: - Footway
Defect: - FW: Missing Modular (FW02)
Investigatory Criteria
Missing modular in the footway
Minimum dimensions where applicable
Footway & combined footway/cycle track: Missing modular, minimum 20mm width.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: A Modular is a pre-formed flag, slab, channel or paviour.

Category: - Footway
Defect: - Damaged Rocking Modular (FW03)
Investigatory Criteria
Damaged or rocking modular
Minimum dimensions where applicable
Footway & combined footway/cycle track: Modular damaged and/or rocking more than 10mm from the horizontal.
Response:
<ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: A Modular is a pre-formed flag, slab, channel or paviour.

Category: - Footway
Defect: - FW: Abrupt Level Difference (FW04)
Investigatory Criteria
An abrupt level difference leaving a vertical depression or upstand
Minimum dimensions where applicable
Footway & combined footway/cycle track: An abrupt level difference leaving an upstand of 20mm. Root heave with an upstand of 20mm.
Response:
<ol style="list-style-type: none"> 1. Draft a job for repair, if root tree root heave, overlay. If concerned call local Arb' for advice. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: An abrupt level difference in the footway will be classed as a defect when it has a vertical displacement. This defect does not apply to a kerb. Examples of this defect include uneven concrete slabs and uneven or broken flags, blocks, paviments or channels. It will also include root heave.

Category: - Footway
Defect: - Heave/Subsidence (FW05)
Investigatory Criteria
Heave/Subsidence in the footway or combined footway/cycleway
Minimum dimensions where applicable
Footway & combined footway/cycleway: Heave/Subsidence of more than 20mm vertically in a maximum length of 600mm horizontally.
Response:
<ol style="list-style-type: none"> 1. Draft job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: An excessive depression or hump should be reported to the Senior Highway Steward for the area and a job raised for temporary signs to be placed accordingly. Isolated areas should be reported to the Senior Highway Steward to investigate appropriately.

Category: - Footway
Defect: - FW: Damaged Steps (FW06)
Investigatory Criteria
A step or set of steps on the public highway that are damaged
Minimum dimensions where applicable
Footway: A sharp edged defect with a vertical deviation from the adjacent surrounding area of 20mm.
Response:
<ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: Loose, damaged or missing handrails should be reported via enquiry to the Senior Highway Inspector for the area.

Category: - Footway
Defect: - FW: Void Sinkhole (not ppothole) (FW07)
Investigatory Criteria
A sinkhole
Minimum dimensions where applicable
Footway & combined footway/cycleway: A sinkhole in excess of 100mm depth and 500mm diameter.
Response:
<ol style="list-style-type: none"> 1. If identified by a Highway Inspector, remain on site to try and protect pedestrians and other highway users from damage or injury; 2. Raise a 2 hour response using risk matrix; 3. If reported by a member of the public, immediately raise a 2-hour response; then 4. Notify a Senior Highway Steward and request attendance at the location as soon as practicable to try and protect pedestrians and other highway users from damage or injury.
Notes: a sinkhole is typically a large hole that suddenly appears in the ground when the surface of the ground is no longer supported.

Category: - Footway
Defect: - Cracks and Gaps (FW08)
Investigatory Criteria
Cracks and gaps in footway surfaces such as cracks in asphalt and gaps between slabs and modular surfaces.
Minimum dimensions where applicable
<ol style="list-style-type: none"> 1. Footway & combined footway/cycle track: A crack or gap of 20mm depth and width
Response:
<ol style="list-style-type: none"> 2. Draft a job for repair. 3. Use Risk Matrix to determine priority. 4. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 5. Commit job.

Category: - Cycle Paths (CY) – including defined cycle lane in a carriageway
Defect: - CY: Cycle Path Pothole (CY01)
Investigatory Criteria
Cycle Path Pothole
Minimum dimensions where applicable
Cycle Path: A cycle path pothole at 20mm deep and more than 200mm from a vertical edge boundary.
Response:
<ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.

Category: - Cycle Paths (CY) – including defined cycle lane in a carriageway
Defect: - CY: Missing Modular (CY02)
Investigatory Criteria
Missing modular in a Cycle Path
Minimum dimensions where applicable
Cycle Path: Missing modular leaving a hole 20mm deep and 20mm width.
Response:
<ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: A Modular is a pre-formed flag, slab, channel or paviour.

Category: - Cycle Paths (CY) – including defined cycle lane in a carriageway
Defect: - CY: Damaged Rocking Modular (CY03)
Investigatory Criteria
A damaged or rocking modular
Minimum dimensions where applicable
Cycle Path: Rocking more than 10mm from the horizontal.
Response:
<ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: A Modular is a pre-formed flag, slab, channel or paviour.

Category: - Cycle Paths (CY) – including defined cycle lane in a carriageway
Defect: - CY: Abrupt Level Difference (CY04)
Investigatory Criteria
An abrupt level difference leaving a vertical depression or upstand.
Minimum dimensions where applicable
Cycle Path: An abrupt level difference leaving a depression or upstand of 20mm. Root heave with an upstand of 20mm.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair, if root tree root heave, overlay. If concerned call local Arb' for advice. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: An abrupt level difference in a Cycle Path will be classed as a defect when it has a vertical displacement. This defect does not apply to a kerb. Examples of this defect include uneven concrete slabs and uneven or broken flags, blocks, pavements or channels. It will also include root heave.

Category: - Cycle Paths (CY) – including defined cycle lane in a carriageway
Defect: - CY: Heave/Subsidence (CY05)
Investigatory Criteria
Heave/Subsidence in a Cycle Path
Minimum dimensions where applicable
Cycle Path: Heave/Subsidence of more than 20mm vertically in a maximum length of 600mm horizontally.
Response: <ol style="list-style-type: none"> 1. Consider any obvious cause. Raise job to make location safe. 2. If repair can be made, draft a job for repair. 3. Use Risk Matrix to determine priority. 4. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 5. Commit job.
Notes: An excessive depression or hump should be reported to the Senior Highway Steward and a job to be raised for temporary signs to be placed accordingly. Isolated areas should be reported to the Area Engineer for them to investigate appropriately.

Category: - Cycle Paths (CY) – including defined cycle lane in a carriageway
Defect: - CY: Void Sinkhole (CY06)
Investigatory Criteria
A sinkhole
Minimum dimensions where applicable
Cycle Path: A sinkhole in excess of 100mm depth.
Response: <ol style="list-style-type: none"> 1. If identified by a Highway Inspector, remain on site to try and protect vehicles and other highway users from damage or injury. 2. Raise a 2-hour or 24-hour response using risk matrix. 3. If reported by a member of the public, immediately raise a 2-hour response; then 4. Notify a Senior Highway Steward and request attendance at the location as soon as practicable to try and protect pedestrians and other highway users from damage or injury.
Notes: A sink hole is typically a large hole that suddenly appears in the ground when the surface of the ground is no longer supported.

Category: - Cycle Paths (CY) – including defined cycle lane in a carriageway
Defect: - CY: Cracks and Gaps (CY07)
Investigatory Criteria
Cracks and gaps in Cycle Path surfaces such as cracks in asphalt and gaps between slabs and modular surfaces.
Minimum dimensions where applicable
Cycle Path: A crack or gap with a minimum 20mm depth and width
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: It especially important to note cracks and gaps running in the direction of travel that may be more of a danger to cyclists.

Category: - Kerb
Defect: - Damaged/Rocking Kerb (KE01)
Investigatory Criteria
Damaged or rocking kerb.
Minimum dimensions where applicable
Existing Kerb Line: Kerb associated with footway, critical damage or rocking greater than 20mm.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: Critical damage is where a kerb is damaged or chipped with a minimum 50mm trip.

Category: - Kerb
Defect: - KE: Missing Kerb (KE02)
Investigatory Criteria
Missing kerb.
Minimum dimensions where applicable
Existing Kerb Line: Missing kerb.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: Where lengths greater than 5m of missing kerbs exist make safe with a tarmacadam fillet at both ends and pass to Area Engineer for appropriate action.

Category: - Kerb
Defect: - KE: Misaligned Kerb (KE03)
Investigatory Criteria
Misaligned kerb.
Minimum dimensions where applicable
Existing Kerb Line: Kerb misaligned by more than 40mm vertically or 15mm horizontally. Vertical alignment only on kerbs without a footway.
Response: 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: Where surface is raised adjacent to the kerb line it is considered to be a non-intervention defect until the raised surface is greater than 40mm. Horizontal alignment: if the kerb projects into the carriageway it may be hazardous for road users, this also applies to ironwork located within the kerb line i.e. side entry gully.

Category: - Trees, Vegetation and Grass
Defect: - VG: Overgrown Grass/Vegetation (VG01)
Investigatory Criteria
Highway obstruction.
Minimum dimensions where applicable
Highway: Highway obstruction causing a hazard. Sightlines obscured by vegetation at junctions and roundabouts.
Response: 1. Identify whether private or WSCC vegetation. 2. If private an 'overgrown vegetation card' should be dated and put through the appropriate letter box or arrange for an overgrown vegetation letter to be sent. 3. For WSCC vegetation follow vegetation process for raising works.
Notes: Highway vegetation blocking footway by 33% or more, and / or <1.2m footway available. Minimum height clearance - carriageway 5m, footway 2.1m, cycleway 2.3m.

Category: Trees, Vegetation and Grass
Defect: - VG: Overgrown Hedge (VG02)
Investigatory Criteria
Highway obstruction.
Minimum dimensions where applicable
Highway: Highway obstruction causing hazard. Sightlines obscured by vegetation at junctions and roundabouts.
Response: 1. Identify whether private or WSCC vegetation. 2. If private an 'overgrown vegetation card' should be dated and put through the appropriate letter box or arrange for an overgrown vegetation letter to be sent. 3. For WSCC vegetation follow vegetation process for raising works.
Notes: Highway vegetation blocking footway by 33% or more, and / or <1.2m footway available. Minimum height clearance - carriageway 5m, footway 2.1m, cycleway 2.3m.

Category: - Trees, Vegetation and Grass
Defect: - VG: - Tree Issues (VG03)
Investigatory Criteria
Highway obstruction and/or obvious problem with tree.
Minimum dimensions where applicable
Trees on or within falling distance of the Highway: low hanging branches, epicormic growth, fungus, leaning, dead or dying, damaged and obviously dangerous.
Response:
<ol style="list-style-type: none"> 1. Identify whether private or WSCC tree. 2. If private send enquiry to Highway Steward for them to identify owner and arrange for letter to be sent. 3. If WSCC tree raise enquiry to the Arboricultural Team.
Notes: Highway vegetation blocking footway by 33% or more, and / or <1.2m footway available. Minimum height clearance - carriageway 5m, footway 2.1m, cycleway 2.3m.

Category: - Trees, Vegetation and Grass
Defect: - VG: Weed Growth (VG04)
Investigatory Criteria
Highway obstruction.
Minimum dimensions where applicable
Highway: Highway obstruction causing immediate hazard. E.g. footway trip or obstruction.
Response:
<ol style="list-style-type: none"> 1. Raise job for work estimated to take under 4 hours, if over 4 hours raise enquiry to Area Engineer

Category: - Trees, Vegetation and Grass
Defect: - VG: Fallen Tree or Branch (VG05)
Investigatory Criteria
Highway obstruction.
Minimum dimensions where applicable
Highway: Highway obstruction causing immediate hazard.
Response:
<ol style="list-style-type: none"> 1. Draft job for repair; 2. Use Risk Matrix to determine priority; 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24 hour, 5 day or 28 day jobs); 4. Commit job.
Notes: Fallen trees or branches not causing immediate hazard should be reported via enquiry to Arb Team. If significant branch fallen from tree, this should be followed up with enquiry to Arb Team.

Category: - Trees, Vegetation and Grass
Defect: - VG: Obstru. Vis Splay Grass (VG06)
Investigatory Criteria
Highway obstruction.
Minimum dimensions where applicable
Highway: Highway obstruction causing immediate hazard. Sightlines obscured at junctions and roundabouts.
Response:
<ol style="list-style-type: none"> 1. Identify whether private or WSCC vegetation; 2. If private, effort should be made to make personal contact with landowner to request clearance as soon as possible. 3. For WSCC vegetation follow vegetation process for raising works.

Category: - Trees, Vegetation and Grass
Defect: - VG: Obstru. Vis Splay Hedge (VG07)
Investigatory Criteria
Highway obstruction.
Minimum dimensions where applicable
Highway: Highway obstruction causing immediate hazard. Sightlines obscured at junctions and roundabouts.
Response:
<ol style="list-style-type: none"> 1. Identify whether private or WSCC vegetation. 2. If private, effort should be made to make personal contact with landowner to request clearance as soon as possible. An 'overgrown vegetation card' should be dated and put through the appropriate letter box or arrange for an overgrown vegetation letter to be sent. 3. For WSCC vegetation follow vegetation process for raising works.

Category: - Trees, Vegetation and Grass
Defect: VG: Obstru. Vis Splay Tree (VG08)
Investigatory Criteria
Highway obstruction.
Minimum dimensions where applicable
Highway: Highway obstruction causing immediate hazard. Sightlines obscured at junctions and roundabouts.
Response:
<ol style="list-style-type: none"> 1. Identify whether private or WSCC vegetation. 2. If private, effort should be made to make personal contact with landowner to request clearance as soon as possible. An 'overgrown vegetation card' should be dated and put through the appropriate letter box or arrange for an overgrown vegetation letter to be sent. 3. For WSCC vegetation follow vegetation process for raising works.

Category: - Trees, Vegetation and Grass
Defect: - VG: Verge Deterioration/Overrun (VG09)
Investigatory Criteria
Ruts in surface.
Minimum dimensions where applicable
Highway verge: Ruts greater than 100mm deep, over 300mm long, over 300mm from the edge of the carriageway.
Response:
<ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 4. Commit job.
Notes: Verge damage happens in both rural and urban locations. The risk, however, is dependent on the consequences of leaving the damaged area. Each site will need to be assessed individually at time of inspection.

Category: Ironwork
Defect: - CW: Gully Missing or Broken (IW01)
Investigatory Criteria
West Sussex gully gratings causing a noise issue, missing or structurally unsound.
Minimum dimensions where applicable
Carriageway: West Sussex gully gratings causing a noise issue, missing or structurally unsound.
Response:
<ol style="list-style-type: none"> 1. Missing gully gratings are an Emergency Response within 2 hours. 2. Raise enquiry to Area Engineer for action.
Noisy covers:
<ol style="list-style-type: none"> 1. Draft a job for repair 2. Use risk matrix to determine priority 3. If 2-hour response, arrange job for make safe and/or a repair (make safe does not apply to 24-hour, 5 day or 28-day jobs) 4. Commit job.
Notes: Missing or structurally unsound gully gratings are a risk to all highway users.

Category: - Ironwork
Defect: - CW: Gully Sunken/Raised, Collapsed (IW02)
Investigatory Criteria
West Sussex gully sunk or raised.
Minimum dimensions where applicable
Carriageway: West Sussex carriageway gully raised or sunk by 40mm. Ironwork located within the kerb line i.e. side entry gully projecting into the carriageway.
Response:
For collapsed Gully:
<ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24-hour, 5 day or 28- day jobs) 4. Commit job. 5. Make safe should be followed by further works/attribute for Senior Highway Stewards Attention.
For sunken/raised gullies:
<ol style="list-style-type: none"> 1. Raise enquiry to Senior Highway Steward for action.
Notes: Structurally unsound gully gratings are a risk to all highway users. Gullies are designed to be lower to the adjacent surface to allow for the drainage of water, therefore an enquiry should only be raised when the gully has sunk to beyond the appropriate investigation level.

Category: - Ironwork
Defect: - FW: Gully Missing or Broken (IW03)
Investigatory Criteria
West Sussex gully gratings causing a noise issue, missing or structurally unsound.
Minimum dimensions where applicable
Footway: West Sussex gully gratings causing a noise issue, missing or structurally unsound.
Response: 1. Missing gully gratings are an Emergency Response within 2 hours. Raise enquiry to Senior Highway Steward for action. Noisy covers: 1. Draft a job for repair. 2. Use risk matrix to determine priority. 3. If 2-hour response, arrange job for make safe and/or a repair (make safe does not apply to 24-hour, 5 day or 28-day jobs) 4. Commit job.
Notes: Missing or structurally unsound gully gratings are a risk to all highway users.

Category: - Ironwork
Defect: - FW: Gully Sunken/Raised, Collapsed (IW04)
Investigatory Criteria
West Sussex gully sunken, raised or collapsed.
Minimum dimensions where applicable
Footway: West Sussex footway gully raised or sunk by 20mm. Ironwork located within the kerb line i.e. side entry gully projecting into the carriageway.
Response: For collapsed Gully: 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24-hour, 5 day or 28- day jobs) 4. Commit job. 5. Make safe should be followed by further works/attribute for Senior Highway Stewards Attention. For sunken/raised gullies: 1. Raise enquiry to Senior Highway Steward for action.
Notes: Structurally unsound gully gratings are a risk to all highway users. Gullies are designed to be lower to the adjacent surface to allow for the drainage of water, therefore an enquiry should only be raised when the gully has sunk to beyond the appropriate investigation level.

Category: - Ironwork
Defect: - CY: Gully Missing or Broken (IW05)
Investigatory Criteria
West Sussex gully gratings causing a noise issue, missing or structurally unsound.
Minimum dimensions where applicable
Cycleway: West Sussex gully gratings causing a noise issue, missing or structurally unsound.
Response:
<ol style="list-style-type: none"> 1. Missing gully gratings are an Emergency Response within 2 hours. 2. Raise enquiry to Senior Highway Steward for action. <p>Noisy covers:</p> <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use risk matrix to determine priority. 3. If 2-hour response, arrange job for make safe and/or a repair (make safe does not apply to 24-hour, 5 day or 28-day jobs) 4. Commit job.
Notes: Missing or structurally unsound gully gratings are a risk to all highway users.

Category: - Ironwork
Defect: - CY: Gully Sunken/Raised, Collapsed (IW06)
Investigatory Criteria
West Sussex gully sunken, raised or collapsed.
Minimum dimensions where applicable
Cycleway: West Sussex carriageway gully raised or sunk by 40mm. Ironwork located within the kerb line i.e. side entry gully projecting into the carriageway.
Response:
<p>For collapsed Gully:</p> <ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24-hour, 5 day or 28-day jobs); 4. Commit job. 5. Make safe should be followed by further works/attribute for Senior Highway Stewards Attention. <p>For sunken/raised gullies: Raise enquiry to Senior Highway Steward for action.</p>
Notes: Structurally unsound gully gratings are a risk to all highway users. Gullies are designed to be lower to the adjacent surface to allow for the drainage of water, therefore an enquiry should only be raised when the gully has sunk to beyond the appropriate investigation level.

Category: Ironwork
Defect: - CW: Manhole Cover Missing or Broken (IW07)
Investigatory Criteria
Manhole cover missing or structurally unsound.
Minimum dimensions where applicable
Carriageway: Manhole cover causing a noise issue, missing or structurally unsound.
Response:
<ol style="list-style-type: none"> 1. Establish ownership. 2. If utility cover contact utility directly and request emergency response, raise UTIL with details of action taken. 3. If WSCC cover, raise 2-hour make safe. 4. Enquiry/attribute to Senior Highway Steward to raise job.
Notes: Missing or structurally unsound manhole covers are a risk to all highway users.

Category: Ironwork
Defect: - CW: Manhole Cover Sunken/Raised/Collapsed (IW08)
Investigatory Criteria
Carriageway: Manhole cover raised or sunk by 40mm. Ironwork located within the kerb line i.e. side entry gully projecting into the carriageway.
<p>Response:</p> <p>For collapsed manhole:</p> <ol style="list-style-type: none"> 1. Establish ownership 2. If utility cover contact utility directly and request emergency response., raise UTIL with details of action taken 3. If WSCC manhole, draft a job for repair 4. Use Risk Matrix to determine priority 5. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24-hour, 5 day or 28 day jobs) 6. Commit job 7. Make safe should be followed by further works/attribute for Senior Highway Stewards Attention. 8. For sunken/raised manholes 9. Raise enquiry to Senior Highway Steward to raise job.
Notes: Structurally unsound manhole covers are a risk to all highway users.

Category: - Ironwork
Defect: - FW: Manhole Cover Missing or Broken (IW09)
Investigatory Criteria
Manhole cover missing or structurally unsound.
Minimum dimensions where applicable
Footway: Manhole cover causing a noise issue, missing or structurally unsound.
<p>Response:</p> <p>Establish ownership.</p> <p>If utility cover contact utility directly and request emergency response, raise UTIL with details of action taken</p> <p>If WSCC cover, raise 2-hour make safe.</p> <p>Enquiry/attribute to Senior Highway Steward to raise job.</p>
Notes: Missing or structurally unsound manhole covers are a risk to all highway users.

Category: - Ironwork
Defect: - FW: Manhole Cover Sunken/Raised/Collapsed (IW10)
Investigatory Criteria
West Sussex manhole cover sunken, raised or collapsed.
Minimum dimensions where applicable
Footway: Manhole cover raised or sunk by 20mm. Ironwork located within the kerb line i.e. side entry gully projecting into the carriageway.
Response: For collapsed manhole: <ol style="list-style-type: none"> 1. Establish ownership 2. If utility cover contact utility directly and request emergency response., raise UTIL with details of action taken 3. If WSCC manhole, draft a job for repair 4. Use Risk Matrix to determine priority 5. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24-hour, 5 day or 28 day jobs) 6. Commit job 7. Make safe should be followed by further works/attribute for Senior Highway Stewards Attention. 8. For sunken/raised manholes 9. Raise enquiry to Senior Highway Steward to raise job.
Notes: Structurally unsound manhole covers are a risk to all highway users.

Defect: - Ironwork
Defect: - CY: Manhole Cover Missing or Broken (IW11)
Investigatory Criteria
Manhole cover missing or structurally unsound.
Minimum dimensions where applicable
Cycleway: Manhole cover causing a noise issue, missing or structurally unsound.
Response: <ol style="list-style-type: none"> 1. Establish ownership. 2. If utility cover contact utility directly and request emergency response, raise UTIL with details of action taken 3. If WSCC cover, raise 2-hour make safe. 4. Enquiry/attribute to Senior Highway Steward to raise job.
Notes: Missing or structurally unsound manhole covers are a risk to all highway users.

Category: - Ironwork
Defect: - CY: Manhole Cover Sunken/Raised/Collapsed (IW12)
Investigatory Criteria
Cycleway: Manhole cover raised or sunk by 20mm. Ironwork located within the kerb line i.e. side entry gully projecting into the carriageway.
Response: For collapsed manhole: <ol style="list-style-type: none"> 1. Establish ownership 2. If utility cover contact utility directly and request emergency response, raise UTIL with details of action taken 3. If WSCC manhole, draft a job for repair 4. Use Risk Matrix to determine priority 5. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24-hour, 5 day or 28 day jobs) 6. Commit job 7. Make safe should be followed by further works/attribute for Senior Highway Stewards Attention. 8. For sunken/raised manholes 9. Raise enquiry to Senior Highway Steward to raise job.
Notes: Structurally unsound manhole covers are a risk to all highway users.

Category: Ironwork
Defect: - VE: Manhole Cover Missing or Broken (IW13)
Investigatory Criteria
West Sussex manhole covers missing or structurally unsound.
Minimum dimensions where applicable
Verge: West Sussex manhole covers missing or structurally unsound.
Response: <ol style="list-style-type: none"> 1. Establish ownership 2. If utility cover contact utility directly and request emergency response, raise UTIL with details of action taken. 3. If WSCC cover, raise 2-hour make safe 4. Enquiry/attribute to Senior Highway Steward to raise defect.
Notes: Missing or structurally unsound manhole covers are a risk to all highway users.

Category: - Ironwork
Defect: - VE: Manhole Cover Sunken/Raised/Collapsed (IW14)
Investigatory Criteria
West Sussex manhole covers sunken, raised or collapsed.
Minimum dimensions where applicable
Verge: West Sussex manhole covers raised or sunk by 20mm.
<p>Response:</p> <p>For collapsed Manhole:</p> <ol style="list-style-type: none"> 1. Establish ownership 2. If utility cover, contact utility directly and request emergency response, raise UTIL with details of action taken. 3. If WSXX manhole, draft a job for repair 4. Use Risk Matrix to determine response 5. If 2-hour, arrange job for make safe and/or repair (make safe does not apply to 24- hour, 5- or 28-day jobs) 6. Commit job 7. Make safe should be followed by further works/attribute for Senior Highway Stewards attention. <p>For sunken/raised manholes:</p> <ol style="list-style-type: none"> 1. Raise enquiry to Senior Highway Steward to raise job.
Notes: Structurally unsound manhole covers are a risk to all highway users.

Category: Drainage and Flooding
Defect: - CW: Flooded (DR01)
Investigatory Criteria
Flooding obstruction
Minimum dimensions where applicable
Carriageway: flooding causing hazard.
<p>Response:</p> <ol style="list-style-type: none"> 1. Draft job for repair 2. Use risk matrix to determine response 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24- hour, 5- or 28-day jobs) 4. Commit job 5. Make safe or flood boards should be followed by further works/attribute for Senior Highway Stewards attention. The Senior Highway Steward should investigate the underlying problem. 6. Any drainage problem which is not a defect/3rd party problem or blocked gully – an enquiry should be raised to Senior Highway Steward.
Notes: Culverts and ditches are not routinely inspected as part of a Safety Plus inspection, however, if they are blocked flooding will occur. When inspecting culverts and ditches Officers must follow the guidelines in Safe Working on the Highway and safe Monitoring and Inspecting On-Site handbooks.

Category: - Drainage and Flooding
Defect: - FW: Flooded (DR02)
Investigatory Criteria
Flooding obstruction
Minimum dimensions where applicable
Footway: flooding causing hazard.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair 2. Use Risk Matrix to determine response 3. If 2-hour response, arrange job for make safe and/or repair (make safe does not apply to 24- hour, 5- or 28-day jobs) 4. Commit job 5. Make safe or flood boards should be followed by further works/attribute for Senior Highway Stewards attention. The Senior Highway Steward should investigate the underlying problem. 6. Any drainage problem which is not a defect/3rd party problem or blocked gully – an enquiry should be raised to Senior Highway Steward.
Notes: Culverts and ditches are not routinely inspected as part of a Safety Plus inspection, however, if they are blocked flooding will occur. When inspecting culverts and ditches Officers must follow the guidelines in Safe Working on the Highway and safe Monitoring and Inspecting On-Site handbooks.

Category: Drainage and Flooding
Defect: - CY: Flooded (DR03)
Investigatory Criteria
Flooding obstruction
Minimum dimensions where applicable
Cycleway: flooding causing hazard.
Response: <ol style="list-style-type: none"> 1. Draft a job for repair 2. Use Risk Matrix to determine response 3. If 2-hour response, arrange job for make safe and/or repair (make safe does not apply to 24- hour, 5- or 28-day jobs) 4. Commit job 5. Make safe or flood boards should be followed by further works/attribute for Senior Highway Stewards attention. The Senior Highway Steward should investigate the underlying problem. 6. Any drainage problem which is not a defect/3rd party problem or blocked gully – an enquiry should be raised to Senior Highway Steward.
Notes: Culverts and ditches are not routinely inspected as part of a Safety Plus inspection, however, if they are blocked flooding will occur. When inspecting culverts and ditches Officers must follow the guidelines in Safe Working on the Highway and safe Monitoring and Inspecting On-Site handbooks.

Category: - Drainage and Flooding
Defect: - : Underpass Flooded (DR04)
Investigatory Criteria
Flooding obstruction
Minimum dimensions where applicable
Underpass: flooding causing hazard.
Response: <ol style="list-style-type: none"> 1. Standing water causing a hazard must be phoned through to the CS Hub who will raise issue with the Structures Team. 2. An emergency closure/make safe may be requested via CS Hub if contact cannot be made with Structures Team.
Notes: underpasses are generally managed by the Structures Team and all issues should be reported to them via enquiry or phone call for appropriate action.

Category: - Signs, Street Furniture Fencing
Defect: - Damaged Missing Ped Fencing (SF01)
Investigatory Criteria
Damaged missing panels / clips or severely corroded posts in danger of falling over.
Minimum dimensions where applicable
Highway: Damaged missing panels / clips or severely corroded posts in danger of falling over.
Response:
<ol style="list-style-type: none"> 1. If dangerous, i.e. sharp edge or causing obstruction, draft a job for 2 or 24- hour make safe using Risk Matrix to determine priority. 2. Commit job. 3. Send details via an enquiry to Cyclical Maintenance Team for assessment.
Notes: Pedestrian metal guard rail when hit will need inspection and/or assessment by the Cyclical Team for possible replacement after collisions. Highway Inspectors can only make a visual assessment of the damage. Timber highway fencing should be checked for obvious defects or weakness and where found this should be reported via an enquiry to the Cyclical Team for appropriate consideration.

Category: - Signs, Street Furniture Fencing
Defect: - Damaged Missing Safety Barrier (SF02)
Investigatory Criteria
Damaged missing vehicle restraint system (VRS)
Minimum dimensions where applicable
Highway: VRS missing or damaged.
Response:
<ol style="list-style-type: none"> 1. Draft a job for repair. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24- hour, 5- or 28-day jobs) 4. Commit job. 5. Send details via an enquiry to Fencing Stack.
Notes: VRS is designed to absorb energy by deforming when hit and will need inspection and/or replacement after collisions. Highway Inspectors can only make a visual assessment of the damage.

Category: - Signs, Street Furniture Fencing
Defect: - Defective Boundary Fences Wall (SF03)
Investigatory Criteria
Damaged fence or wall or exposed length of metal rail.
Minimum dimensions where applicable
Highway: Damaged fence or wall or exposed length of metal rail.
Response:
<ol style="list-style-type: none"> 1. Ascertain ownership of fence, wall or metal rail. 2. If private, raise 2-hour make safe if required and send enquiry to Senior Highway Steward for action. 3. If WSCC, draft a job to make safe. 4. Commit job. 5. Send details via enquiry to Senior Highway Steward for further works.
Notes: This defect also applies to a boundary hedge where the animals are straying on to the highway. The maintenance category refers to the carriageway, footway and/or cycleway the boundary fence protects. Ownership of the boundary wall should be determined and in the case of a private wall the location should be made safe, as appropriate, and reported to the owner.

Category: Signs, Street Furniture Fencing
Defect: - Damaged Missing Safety Sign (SF04)
Investigatory Criteria
Damaged, missing, or badly faded safety signs as specified below or severely corroded posts in danger of falling over. Illuminated signs must be reported directly to SSE.
Minimum dimensions where applicable
Highway: Damaged, missing, obscured, or badly faded safety signs as specified below or severely corroded posts in danger of falling over
<p>Response:</p> <ol style="list-style-type: none"> 1. Draft a job for make safe, removal, temp signs. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24-hour, 5- or 28-day jobs) 4. Commit job. 5. Raise enquiry to Traffic Engineer for further works and collection if required. <p>Temporary signs must be used for missing STOP and GIVE WAY signs.</p>
<p>Notes: Safety Signs:</p> <p>Dia 515: Chevrons</p> <p>Dia 501,502,503: Warning of requirements to Stop or Give Way</p> <p>Dia 512: Bend ahead</p> <p>Dia 530*, 530A, 530.2, 629.2*, 629.2A: Height Restriction</p> <p>Dia 531.1*, 531.1A, 531.2, 532.2*, 532.2A,: Height Restrictions (arch bridge)</p> <p>Dia 601: STOP</p> <p>Dia 602: GIVE –WAY</p> <p>Dia 606: Vehicular traffic must proceed in the direction indicated by the arrow (Left/Right/Straight Ahead)</p> <p>Dia 609: Vehicular traffic must turn ahead in the direction indicated by the arrow</p> <p>Dia 610: Vehicular traffic must pass on left or right</p> <p>Dia 611.1: Mini roundabout</p> <p>Dia 612: No Right Turn</p> <p>Dia 613: No Left Turn</p> <p>Dia: 614: No U Turn</p> <p>Dia 615, 615.1: Priority must be given to vehicles from the opposite direction The replacement / repair of signs will be arranged by the Area Traffic Officer within appropriate time scale.</p> <p>Dia 616: No Entry</p> <p>Dia 617, 619, 619.1, 619.2, 622.1A, 625.1: Prohibition of vehicles</p> <p>Dia 632: No overtaking</p> <p>Dia 652, 607: One way traffic</p> <p>Dia 670: Maximum speed (terminal signs only)</p>

Category: - Signs, Street Furniture Fencing
Defect: - Sign Obscured by Vegetation (SF05)
Investigatory Criteria
Safety signs obscured by vegetation (see list of safety signs in SF04).
Minimum dimensions where applicable
Highway: Safety signs obscured by vegetation
Response: <ol style="list-style-type: none"> 1. if safe to do so cut vegetation. If not possible or safe to do so 2. Draft a job for vegetation clearance. 3. Use Risk Matrix to determine priority. 4. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 5- or 28-day jobs) 5. Commit job.
Notes: If STOP or GIVE WAY sign this should be given a high category

Category: - Debris and Spillages (not tree)
Defect: - Mud (DS01)
Investigatory Criteria
Highway obstruction caused by mud
Minimum dimensions where applicable
Highway: Mud on the highway causing a hazard.
Response: <ol style="list-style-type: none"> 1. Where mud is caused by vehicles tracking out of a field by 3rd party, contact should be made with landowner/operator. 2. Where responsibility can't be readily established, draft a job for clearing or warning signs 3. Use Risk Matrix to determine priority 4. If 2-hour response, arrange job for make safe and/or repair (make safe does not apply to 24 -hour, 5- or 28-day jobs) 5. Commit job.
Notes: Mud lying on a road has a major factor on how a vehicle will react in an emergency. Action must be taken to warn motorists of the impending hazard. E.g. place out warning signs. Where this is the case efforts should be made to contact the person(s) responsible to try and ensure this doesn't happen again. Consider highway users having to avoid an obstruction as they may come into conflict with each other.

Category: - Debris and Spillages (not tree)
Defect: - Spillages incl. fuel and oil (DS02)
Investigatory Criteria
Highway obstruction caused by spillages
Minimum dimensions where applicable
Highway: Substance on the highway causing hazard.
Response: <ol style="list-style-type: none"> 1. Draft a job for response (usually a request to sand for spillage and/or warning signs) 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24- hour, 5- or 28-day jobs) 4. Commit job. 5. Follow up enquiry to Senior Highway Steward to check on highway condition.
Notes: Oil, fuel lying on a road has a major factor on how a vehicle will react in an emergency. Action must be taken to warn motorists of the impending hazard. E.g. place out warning signs and follow up checks. Consider highway users having to avoid an obstruction as they may come into conflict with each other.

Category: - Debris and Spillages (not tree)
Defect: - Animal Carcass (DS03)
Investigatory Criteria
Animal carcass on carriageway or footway.
Minimum dimensions where applicable
Highway: Animal carcass on carriageway, footway or cycleway causing a hazard.
Response:
<ol style="list-style-type: none"> 1. Draft job for removal off the carriageway, footway or cycleway (usually a 2-hour request to remove carcass to side of road ready for District/Borough Council to collect 2. Commit job 3. CS Hub notifies District or Borough Council for removal.
Notes: Consider highway users having to avoid an obstruction as they may come into conflict with each other.

Category: - Debris and Spillages (not tree)
Defect: - Fly Tipping (DS04)
Investigatory Criteria
Fly tipping causing an obstruction on the highway
Minimum dimensions where applicable
Highway: Fly tipping causing an obstruction on the highway
Response:
<ol style="list-style-type: none"> 1. Draft job for warning signs or road/lane closure or removal off the carriageway as appropriate 2. Use Risk Matrix to determine response 3. If 2-hour response required Highway Inspector to phone Contractor 4. Commit job 5. For anything other than 2-hour response, Highway Inspector to follow up works with contact with relevant District or Borough Council 6. For 2-hour response, CS Hub notifies District or Borough Council for removal.
Notes: Caution should be taken due to the nature of hazardous material.

Category: - Debris and Spillages (not tree)
Defect: - Embankment or Bank Slips (DS05)
Investigatory Criteria
An embankment or bank slip obstructing a highway surface or leaving the haunch exposed or unsupported.
Minimum dimensions where applicable
Highway: An embankment or bank slip obstructing a highway surface or leaving the haunch exposed or unsupported.
Response:
<ol style="list-style-type: none"> 1. Draft job for warning signs or road/lane closure or removal off the carriageway as appropriate 2. Use Risk Matrix to determine response 3. If 2-hour response, Highway Inspector to phone Contractor 4. Commit job 5. Send enquiry to Senior Highway Steward for investigation.

Category: - Debris and Spillages (not tree)
Defect: - RTI (DS06)
Investigatory Criteria
Road Traffic Incident (RTI)
Minimum dimensions where applicable
Highway: RTI
Response: Raise 2-hour response for attendance by contractor to take appropriate action. These are normally reported by Sussex Police straight into CS Hub who deal with them accordingly.

Category: - Winter Service
Defect: - Ice or Snow (WS01)
Investigatory Criteria
Highway subject to icy conditions
Minimum dimensions where applicable
Highway: localised areas
Response: <ol style="list-style-type: none"> Slippery or ice on road boards to be placed, or spot salting as 2-hour defect response. Follow up response to Winter Service Manager (Brian Lambarth or Ben Whiffin) for consideration of more permanent intervention.

Category: - Road Markings
Defect: - CW: Defective Lining (LN01)
Investigatory Criteria
Markings missing or faded
Minimum dimensions where applicable
Highway: Markings missing or faded by more than 75%
Response: Missing or more than 75% faded STOP markings or Give Way markings at a junction with an 'A' or 'B' class road not supported by a sign - place temporary sign. (dia 7012) – Raise enquiry to Area Traffic Engineer to action. All other missing or more than 75% faded markings – Raise enquiry to Area Traffic Engineer to prioritise replacement
Notes: Faded or Missing STOP and illuminated Give Way markings will require prompt attention. Replacement or refurbishment of all other road markings will be prioritised by the Area Traffic Engineer.

Category: - Road markings
Defect: - FW/CY: Defective Lining (LN02)
Investigatory Criteria
Markings missing or faded
Minimum dimensions where applicable
Highway: Markings missing or faded by more than 75%
Response: Give Way markings, raise enquiry to Area Traffic Engineer to action. All other missing or more than 75% faded markings – Raise enquiry to Area Traffic Engineer to prioritise replacement
Notes: Faded or Missing Give Way markings will require prompt attention. Replacement or refurbishment of all other road markings will be prioritised by the Area Traffic Engineer.

Category: - External Defects
Defect: - Defective Utility Owned apparatus (UTIL)
Investigatory Criteria
Any Utility owned defect. Any inspection covers /doors / cabinets broken or open / unlocked exposing equipment. Worn / Polished covers in C/W bends, Cycleways, dual C/W or areas of high pedestrian use.
Minimum dimensions where applicable
Highway: Any Utility cover or frame raised or sunk 20mm on footway or cycleway or 40mm in the carriageway. Rocking / Cracked Covers / Frames Any inspection covers /doors / cabinets broken or open / unlocked.
Response:
<ol style="list-style-type: none"> 1. Contact utility directly and request emergency response 2. Raise UTIL with details of action taken.

Category: - External Obstruction/Defect
Defect: - West Sussex Contractor responsibility (EXTT)
Investigatory Criteria
Any street light, illuminated sign, traffic light problem
Minimum dimensions where applicable
Highway: Any street light, illuminated sign, traffic light problem
Response:
Traffic lights and light controlled pedestrian crossings – The contractor responsible is ‘Telent’. Report by telephone. All other electrical problems or faded illuminated signs – The contractor responsible is ‘SSE’. Report by telephone. Each sign or lighting column has a reference number on it. This must be recorded as a reference for the Street Lighting Contractor. Officers must assume that the electrical supply is live in all circumstances. Therefore, only visually inspect damaged or defective apparatus. DO NOT TOUCH. If damaged, badly fitting or cracked covers are found inform the appropriate company.
Notes:

Category: - Twittens
Defect: - Urban Public Right of Way requiring maintenance (TWIT)
Investigatory Criteria
Vegetation / surface erosion impeding access.
Minimum dimensions where applicable
Twitten: Vegetation, surface erosion impeding access, or obstruction.
Response:
<ol style="list-style-type: none"> 1. Where a metalled surface, draft a job for repair using footway investigatory level. 2. Use Risk Matrix to determine priority. 3. If 2-hour response arrange job for make safe and/or a repair (make safe does not apply to 24- hour, 5- or 28-day jobs) 4. Commit job. 5. Where unmade path raise enquiry to PROW Team and send email accordingly.
Notes: The above standards are set against the normal established / customary use of twittens that can reasonably be expected given the character of the location and current conditions. Defects raised for surface of slabbed or asphalt Twitten should be raised as a footway defect (FW). E.g.: if after a period of heavy / prolonged rain it would not be expected for the surface to be passable without due care and attention.

Appendix A – Definitions and Acronyms

Confirm	Computer programme used by Highways
CoP	Code of Practice
CVI	Course Visual Inspection
Defined Cycle Lane in Carriageway	A lane in a carriageway clearly marked by a solid white line, a broken white line or a pictogram of a bicycle
DVI	Detailed Visual Inspection
Highway Inspector	Any member of staff employed by WSCC or their contractor who carries out an inspection on any part of the highway
MARCH	Maintenance Assessment rating Costing for Highways
NRMCS	National Road Maintenance Condition Survey
NRSWA	New Roads and Street Works Act 1991
Official Vehicle	A liveried WSCC vehicle with roof beacon(s) and chevrons on the rear.
Pedestrian Crossing Point	Pedestrian crossings across a carriageway with some form of light, Zebra, Pelican, Puffin, Toucan or Pegasus. A location where a School Crossing Patrol is situated is also a Pedestrian Crossing Point. It also includes a location where there is a dropped kerb on both sides of a road or at a junction specifically for pedestrians, generally indicated by tactile slabs, and not a vehicle access. Locations where there are dropped kerbs on either side of the road and a Pedestrian Refuge in the centre of the road.
Pegasus Crossing	Also known as Equestrian Crossings. These are designed for pedestrians and horses to cross a road safely together.
Pelican Crossing	Pelican stands for Pedestrian Light Controlled Crossing. Pelican crossings use buttons, lights and sounds to allow pedestrians to cross the road.
Pothole	A hole in a carriageway or footway surface that results from gradual damage caused by traffic and/or weather.
PROW	Public Right of Way
Puffin Crossing	Puffin stands for Pedestrian User-Friendly Intelligent crossing. These are similar to Pelican but are fitted with smart sensors.
SCANNER	Surface Condition Assessment for the National Network of Roads
Stats	Statutory undertakers' underground equipment such as cables and pipes etc. A stats request results in a map being produced for the location concerned that shows the position of the undertakers' inventory.
Toucan Crossing	Toucan crossings are designed so both pedestrians and cyclists can safely cross a road side by side.
Zebra Crossing	Black and white stripes forming a path across a road with flashing yellow Belisha beacons on either side of the road.

Appendix B –Highway Inspection Audits

Anyone who undertakes formal or ad-hoc highway inspection will be subject to regular audit. Audits are required to ensure a consistent approach to the implementation of the inspection regime across the County.

Audits will consist of a site visit, by the auditor, within 24 hours of the inspection or defect being raised.

The audit will consider the following:

- Defects recorded.
- Investigatory level defects in the vicinity that have been missed; and
- Defects recorded that are not at investigatory level.

Following each audit, a report will be compiled and passed to the relevant line manager.