

HIGHWAYS SAFETY INSPECTION REGIME

FOR THE

LONDON BOROUGH OF LEWISHAM



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PART A – THE SAFETY INSPECTION REGIME

1. Introduction

1.1. What is a Safety Inspection?

London Borough of Lewisham (Lewisham) undertakes a system of regular highway safety inspections of all its adopted highways in order to comply with its statutory duty to maintain highways in accordance with Section 41 of the Highways Act 1980, and to provide a special defence under Section 58 of the Act (see Section 1.2). This allows Lewisham to provide defence against actions brought by third parties for damages resulting from failure to maintain the highway provided there is an efficient and effective highway inspection regime and that thorough and detailed inspection records are kept, as well as a reasonable system for repair and maintenance.

Safety inspections are designed to identify all defects likely to create danger or serious inconvenience to users of the network or the wider community. The risk of danger is identified by a highways inspector on site, and the defect categorised in terms of an appropriate priority response. The establishment of an effective regime of inspection, assessment and recording is a key component of highway maintenance. This regime also provides the basic condition data for the development of a maintenance programme.

An effective safety inspection regime has clearly defined:

- Inspection frequencies;
- Items to be recorded;
- Degree of defect;
- Assessment of risk;
- Nature of response.

These will be covered in turn in the following sections.

1.2. The Law

Under Section 41 of the Highways Act of 1980, the Highway Authority has a duty to maintain the highway.

They are, under Section 58, afforded a defence.

The Code puts more emphasis on integrated asset management and promotes the adoption of a risk-based approach across all elements of highway management. Therefore, it is less prescriptive and does not set minimum standards.

To manage risk effectively, Lewisham are reviewing their hierarchy and inspection regime so that:

- Higher and lower risk highway sections are identified, and their risk is managed accordingly, by having more frequent or less frequent inspections
- Defects are categorised based on their location and the impact they can have on the public at large, triggering different responses and response times

1.3. Links to Code of Practice and Guidance

In preparing the safety inspection regime, Lewisham has given due consideration to the following documents;

- Well Managed Highway Infrastructure: A Code of Practice (UKRLG 2016) (The Code)
- Well Managed Highway Liability and Risk Guidance (IHE 2017)

In developing the regime due consideration has been given to the Highways Act 1980.

Lewisham has also developed an asset management framework, within which the Safety Inspection Regime sits.

Highway Policy							State of the Highway	
Asset Management Strategy								
Asset Knowledge	Hierarchy & Maintenance Strategies	Asset Performance	Asset Investment	Funding & Expenditure	Valuation	Customer Engagement	Designing for Maintenance	Resilience
Highways Plan								
Safety Inspection Regime	Winter Service Plan	Claims / Defect Data	Resilience Plan	Works Programme	Condition Surveys			
Asset Plans								
Asset Plan Carriageway	Asset Plan Footway	Asset Plan Structures	Asset Pan Lighting	Asset Plan Drainage	Asset Plan Signs & Lines			

2. Competency and Training (General)

2.1. Ensuring Appropriate Competencies and Training

Lewisham will ensure the staff engaged in the safety inspection regime are suitably competent, experienced and trained to undertake their role. The IHE Well Managed Highway Liability Risk Guidance (March 2017) provides an outline of training suitable for the officers engaged in the regime. Lewisham's specific approach to competencies and training is defined in Part B, Section 1 of this document.

Only officers with the appropriate training, competency and experience will be engaged in the safety inspection activity.

3. Risk Based Approach (General)

3.1. Adoption of a Risk Based Approach

Lewisham will use investigatory levels to identify when a defect may pose a risk. A workflow approach will then be adopted to decide if that defect needs to be repaired and on what time scale. Defect size, management hierarchy and location will all inform the decision process.

4. Management Hierarchy

4.1. What is a Management Hierarchy?

Functionality factors are used to categorise network sections based on usage. By considering usage, or functionality, at the hierarchy development stage, risk becomes ingrained into subsequent decision making for setting safety inspection frequencies and maintenance strategies. The functionality factors used in determining the hierarchy are listed in Table 1 and Table 2 below.

4.2. Basis for the Management Hierarchy

The management hierarchy will be used as the basis for multiple activities that are key recommendations of the Code, they are not exclusive to:

- Safety inspection regimes;
- Defect investigatory levels;
- Maintenance approaches;
- Treatment options.

4.3. Lewisham's Management Hierarchy

Carriageway Hierarchy

Table 1: Carriageway Hierarchy

Description		Category
TfL Road Network		A
Very High Traffic Volume	A Road Traffic Flows Traffic Counts: 10,000+ AADF Local Knowledge	B
Essential Services	Local Knowledge	
Major Traffic Generators	School 1000+ Pupils Town Centre District Centre More than 3 features	
Very High Cyclist Volume	Local Knowledge	
Major Bus Route	30 or more buses/hour	
High Traffic Volume	Traffic Counts: 5,000-9,999 AADF Local Knowledge	C
Medium Traffic Generators	School: 500-999 Pupils District Centre	
Historical Incidents	Claims: 5 or more claims	
Minor Bus Route	15 - 29 buses per hour	
Event Venue	Event Venue	
Medium Traffic Volume	Traffic Counts: 0-4,999 AADF Local Knowledge	D
Minor Traffic Generators	School: 0-499 Pupils Place of Worship GP	

Historical Incidents	Claims: 1 to 4 claims	
Infrequent Bus Route	Less than 15 buses per hour	
Vulnerable Users	Care Home	
HGV Usage	Strategic Industrial Area	
Low Traffic Volume	Local Knowledge	E
Low Cyclist Volume	Local Knowledge	
No Traffic Generator	None of the above	

Footway Hierarchy

Table 2: Footway Hierarchy

Description		Category
Prestige Areas	High Profile	A
Very High Pedestrian Volume	Local Knowledge	B
Essential Services	Local Knowledge	
Major Traffic Generators	School 1000+ Pupils Town Centre District Centre Rail/Tube/Tram Station > 10m passengers/year More than 3 features	
Major Bus Route	30 or more buses/hour	
High Pedestrian Volume	Local Knowledge	C
Medium Traffic Generators	School: 500-999 Pupils Rail/Tube/Tram Station > 5m passengers/year	
Historical Incidents	Claims: 5 or more claims	
Minor Bus Route	15 - 29 buses per hour	
Event Venue	Event Venue	D
Medium Pedestrian Volume	Local Knowledge	
Minor Traffic Generators	School: 0-499 Pupils Rail/Tube/Tram Station < 5m passengers/year Place of Worship GP Industrial Areas	
Historical Incidents	Claims: 1 to 4 claims	
Infrequent Bus Route	Less than 15 buses per hour	
Vulnerable Users	Care Home	
Low Pedestrian Volume	Local Knowledge	E
No Traffic Generator	None of the above	

Cycleway Hierarchy

Table 3: Cycleway Hierarchy

Description	Category
On Carriageway Cycle Track	As per Carriageway
Shared or Segregated Cycle Track on Footway	As per Footway
Remote Cycle Track	E

Public Right of Way

Table 4: Public Rights of Way Hierarchy

Description	Category
All Public Right of Way	E

4.4. Maintaining the Management Hierarchy

The Management Hierarchy should be reviewed periodically. Where new developments have taken place then the hierarchy should be re-considered.

All stakeholders are able to recommend a change in Management Hierarchy due to change in function to support the activity influenced by the Management Hierarchy.

5. Safety Inspections

5.1. Inspection Frequency

From the Management Hierarchy we understand how the asset is used and the risk presented by the identification of the hierarchy level. This is then translated into the frequency of inspection for a homogenous hierarchy level.

5.1.1. Carriageways

The frequency of safety inspections on carriageways shall be carried out in accordance with Table 5 below.

Table 5 Minimum frequencies of safety inspections on carriageways

Category	Frequency of inspection (per annum)	Number of Roads	Length (km)	Length (km per annum)
B	12	88	64.78	777.37
C	4	63	34.40	137.62
D	2	297	126.12	252.25
E	1	802	188.62	188.62

5.1.2. Footways

The frequency of safety inspections on footways shall be carried out in accordance with Table 6 below

Table 6 Minimum frequencies of safety inspections on footways

Category	Frequency of inspection (per annum)	Number of Roads	Length (km)	Length (km per annum)*
B	12	82	124.34	1,509.98
C	4	60	58.48	233.92
D	2	225	204.54	409.08
E	1	883	440.50	440.50

*Network counted as having footways on both sides of the carriageway

5.1.3. Cycleways/ core cycle routes

The frequency of safety inspections on cycleways shall be carried out in accordance with Table 7 below.

Table 7 Minimum frequency of safety inspections on cycleways

Category	Inspection Frequency (per annum)	Length (km/year)
On Carriageway Cycle Track	As per Carriageway	Included in Carriageway
Shared or Segregated Cycle Track with Footway	As per Footway	Included in Footway
E	12	

5.1.4. Public Right of Way

The frequency of safety inspections on public rights of way that are not incorporated as part of the carriageway and footway hierarchies shall be carried out in accordance with Table 8 below.

Table 8 Minimum frequency of safety inspections on Public Rights of Way

Category	Inspection Frequency (per annum)	Length (km)
E	1	

5.1.5. Additional Inspections

For Table 5 to Table 8, additional safety inspections shall be carried out in response to:

- Reports or complaints from Metropolitan Police and other organisations;
- Community concern; namely reports or complaints from members of the public;
- Minor incidents;
- Long term diversion routes;
- Extreme weather conditions.

All claims, incident data and Road Traffic Accident data should be used to aid the decision-making process on inspection frequencies to improve targeting of resources.

Furthermore, inspection frequencies may be increased on certain routes if there is a demonstrable need. This could apply to the following types of routes:

- Winter service routes;
- Bus routes under diversion.

5.2. Investigatory Levels

Highway defects will be managed based on risk. Any potential defect for which the investigatory level is reached or exceeded is to be identified as a risk that needs to be investigated further. The list of highway inventory to be observed for possible defects and the defect investigatory levels are shown in Table 9.

Table 9 Investigatory Levels

Item no.	Highway Description	Defect	Investigatory Level (IL)
1	Carriageways	Potholes or loss of surface	100cm ² area and 50mm vertical face depth
2	Carriageways (Cycle Lanes and Natural Crossing Points e.g. junctions and pelican crossings)	Potholes or loss of surface	20mm in the vertical face
3	Iron works on the Carriageway includes: Manholes / Access Covers Catchpit Covers Gullies Kerb outlets Utilities covers and frames	Misaligned ironworks in Carriageways	50mm in the vertical face
4	Modular Footways	Misaligned slabs or flags Rocking slabs or flags Misaligned ironworks Cracked and depressed Slabs or Flags	20mm in the vertical face 20mm vertical movement 20mm in the vertical face Variance of more than 1m ² by 20mm vertically
5	Bituminous Footways	Potholes or loss of surface Misalignment of surface (inclusive of ironworks)	20mm in the vertical face 20mm in the vertical face
6	Kerbs	Dislodged Kerbs	20mm vertically or 50mm horizontally
7	Verges	Sunken area adjacent to and running parallel with footway edge	No Intervention or Investigatory Level

Item no.	Highway Description	Defect	Investigatory Level (IL)
8	Flooding or Standing Water after heavy rainfall	Standing Water on the Highway Substantial Running Water across Highway (Carriageway or Footway) Property Inundation	Variance of more than 1m ² by 20mm vertically which retains surface water
9	Road markings	Faded or worn markings	Not conveying intended instruction to drivers or pedestrians
10	Road studs	Missing and hole left in carriageway	No Intervention or Investigatory Level
11	Signs / bollards / lights / traffic signals includes: Signs Bollards Illuminated signs Belisha beacons Lighting columns Wall mounted street lighting Traffic Signals (owned by TfL) All other lighting units	Damaged or misaligned item causing a hazard Missing item causing hazard Lights or signal not operating correctly or malfunctioning Signal head pointing the wrong way Exposed wiring or damage which could result in cables exposed Missing door to lamp column Item missing Item obscured/ dirty/ faded	Not conveying intended message to drivers or pedestrians

Item no.	Highway Description	Defect	Investigatory Level (IL)
12	<p>Safety fencing and barriers including:</p> <p>Fences and barriers Pedestrian guardrails Safety fencing Boundary walls and fences</p>	<p>Item damaged or misaligned causing a hazard</p> <p>Item unstable</p>	Risk to members of public
13	Hedges and trees	<p>Unstable tree causing danger of collapse onto highway</p> <p>Overhanging tree leading to loss of height clearance over carriageway, footway or cycle way</p>	Constitutes danger to users of highway
14	Highways General	<p>Street furniture missing / damaged likely to cause a hazard</p> <p>Oil / debris / mud /stones and gravel likely to cause a hazard</p> <p>Obstructions in the highway</p> <p>Obstructed sight lines</p> <p>Ramps in carriageway to aid vehicular movement</p> <p>Scaffolding/skips likely to cause a hazard</p> <p>Unprotected building materials on the highway</p> <p>Abandoned vehicles likely to cause a hazard</p>	Risk to members of public
15	Other dangers to the public	Anything else considered dangerous	Dangerous item present or not

5.3. Defect Response

Once a defect has been identified and recorded, the risk it presents needs to be established. This document is for guidance only and the risks contained in the register are based on the highest assumed risk attributable to the type of defect, position and assessed type of usage. Local knowledge could assess the risk differently. The position of the defect on the carriageway is also of significance and will inform the assessment.

Table 10: Defect Response

Risk Factor Category	Response
Priority 1	Make safe or repair defect within 2 hours
Priority 2	Make safe or repair defect within 24 hours
Priority 3	Repair within 7 days
Priority 4	Repair within 28 days
Priority 5 (not logged)	Defect not repaired – repaired within planned renewals programme

6. Defect Reporting from the Public

6.1. Options Available to the Public

The general public can report defects to Lewisham council in a number of ways including, the council website or telephone.

The information regarding defects reported by the public is processed through the council's customer services.

7. Managing Change (General)

7.1. Triggers for Updates

The safety inspection regime will be reviewed periodically. Interim updates to the safety inspection regime may be triggered if:

- The total number of defects recorded increases significantly. An increase in the frequency of inspection will be considered.
- Repudiation levels fall significantly. The consistency and training of officers should be considered alongside a full review of the process.
- The usage of the network changes significantly. A review of the hierarchy should be considered.
- A high number of defects are being identified. This should inform the capital budget.
- Legislation changes or precedent is set through case law. The process should be reviewed.

7.2. How Updates are Managed

A periodic review of the overall process will be undertaken and recorded. This will enable all officers involved in the management of maintenance of the highway network to review information and update the process.

The information to assess will include;

- Claims – volume, type, asset, repudiation

- Defects – volume type, asset, expenditure
- Management Hierarchy parameters
- Inspector competency (audit of inspectors)

A review of the competencies and training requirements of staff will be conducted if any significant changes to this document or staffing levels are encountered.

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PART B – IMPLEMENTING THE SAFETY INSPECTION REGIME

1. Competency and Training (Specific)

1.1. Competencies

Lewisham’s staff involved in maintaining a safe highway are suitably trained and competent. The following table demonstrates what competencies and training are required, as set out in the IHE Well Managed Highway Liability Risk guidance (March 2017) Part B. The table below details the training Lewisham undertake to achieve this.

Table 11: Competency and Training

Role	Role Responsibilities	Competency and Training Required
Policy and Decision Makers	Allocation of resources and management of corporate risk	Understanding duty to maintain Legal and financial liabilities from the duty Issues around risk transfer of outsourcing
Highway Asset Managers	Managing the asset with consideration of risk, liability and financial elements	Application of strategic risk management, ISO31000 Implementation of risk-based approach and how it might be challenged in court Legal and financial liabilities from the risk Role of claims in informing risk Forward planning to enable mitigation of risk and longevity of assets
Highway Engineers	To develop appropriate policies and procedures to support a risk-based approach	Significant experience in managing and maintaining Highway Assets Knowledge and experience in implementing and managing a risk-based approach to Highway Assets Highway Law and Administration Measurement and materials recognition
Highway Inspectors	To undertake inspections of the highway asset to ensure they are safe	Knowledge of the authority’s risk-based approach Well Maintained Roads – Code of Practice for Highway Maintenance Local inspection policy procedures and guidelines Safety at Street and Road Works: A code of practice Defect recognition Claims investigation Court proceedings Tree condition awareness
Customer Service Advisors	Routinely receiving calls from the public to report a highway defect	Training requirements of the call centre

1.2. Training

The training required to deliver the work will be retained and developed through:

- Structured learning / classroom based with approved supplier
- Experience of doing the role
- Learning from peers through Continuing Professional Development

Lewisham will undertake a periodic refresher session of the Safety Inspectors to ensure consistency of inspections. This update will also provide a point in time to optimise the inspection process, adapt to any lessons learned and ensure continuous improvement.

Annual staff appraisals will ensure training is appropriate and up to date.

2. Inspectors' Duties

2.1. Inspectors' Duties

This Inspector is responsible for ensuring that Lewisham Council is meeting statutory duties and complying with regulations, for its highways network. This includes (but is not limited to) the following:

- Highways permits – ensuring compliance with the London Permits Scheme
- NRSWA Inspections
- Highways licenses – ensuring compliance with the conditions applied to licenses for temporary obstructions such as skips, scaffolding, etc.
- Abnormal loads – monitoring the passage of any vehicles carrying abnormal loads through the borough's highways network
- **Inspections** – ensuring that any works to the highways and footways network have been adequately remediated
- Footway crossings – administering the footway crossing (also known as dropped kerbs) permissions scheme, and enforcement of breaches of section 184 of the Highways Act 1980
- Public Rights of Way – manage the public rights of way within the Borough, including processing requests for modifications, keeping up-to-date records, and working with landowners to keep them accessible and well promoted

This role will support the Quality & Compliance Manager (Highways) in ensuring that Lewisham is meeting statutory duties and complying with regulations, within certain fields (e.g. mechanical & electrical, health & safety, etc.). The role will also be responsible for carrying out a programme of inspections to Lewisham's highway and footway network in order to maintain condition and usability. The role will work in close partnership with colleagues within the Property Management & Capital Delivery function in this respect.

List of duties, not exhaustive:

- To carry out a range of tasks to ensure that the Council meets its statutory duties, in accordance with the Lewisham compliance framework, including all sub-contracted service providers - both in-house and external.

- Ensure there is a clear understanding of the works and standards that Lewisham and suppliers need to carry out and adhere to in order to demonstrate compliance and manage risks effectively, within their own areas of expertise.
- To work with suppliers to ensure delivery of services that are required for compliance, and work with Lewisham's Contract Management and Procurement to secure and manage supplier services. This includes any inspections and audits required to assure Lewisham of compliance.
- To act as part of dedicated health and safety compliance function for Lewisham that sets clear requirements for compliance and provides quality assurance.
- To work with colleagues and other parties to ensure all health and safety requirements are embedded throughout Lewisham and sub-contractor systems and processes.

3. Conducting Inspections

3.1. Mode of Inspection

Highway safety inspections comprise of walked and driven visual surface assessments carried out on both the carriageway and the adjacent footways. If present, adopted footpaths and cycle tracks will be inspected at the same time. Both sides of the road will be walked where there is a footway.

3.2. When to Inspect

Frequency of inspections is based on the management hierarchy of the road section. The inspection due date is automatically calculated based on the frequency of inspection for a given road and the last inspection date. Confirm® will automatically assign the inspection due dates for each road section and footpath depending on its inspection frequency.

3.3. Items to be Inspected

- Carriageways
- Footways
- Cycleways
- Kerbs
- Edgings
- Channels
- Verges
- Culverts
- Highway Ditches
- Filter Drains
- Grips
- Gullies
- Piped grips and Kerb inlets
- Road markings
- Road Studs
- Signs
- Bollards
- Illuminated signs
- Pedestrian crossing lights
- Lighting columns
- Wall mounted street lighting
- All other lighting units
- Fences and barriers
- Pedestrian guardrails
- Safety fencing
- Boundary walls and fences
- Hedges and Trees

Inspections of hedges and trees is of those that sit on the highways as well as private trees within falling distance of the highway. Inspectors are sufficiently trained to identify hedges and trees that pose danger or serious inconvenience to users of the network or the wider community. The inspection will also cover other highway assets such as street furniture and third-party assets on the highway e.g. scaffolding and skips

3.4. Risk Based Approach

Deciding if a defect requires treatment is based on the safety of the travelling public whether by vehicle, on foot, bike, or other mode of transport. Considering risk will, as far as is reasonably practical, follow the workflow and risk matrices below. However, in some circumstances a defect identified may require more urgent attention or, if risk is deemed low, may be assessed for future treatment – in all cases of departure, suitable records will be made through notes, photographs or other supporting information. Lewisham will take into account the depth, location and surface area or other pertinent parameters of each defect when carrying out a risk assessment, in line with the recommendations of the Code.

The workflow of the decision process is outlined below.

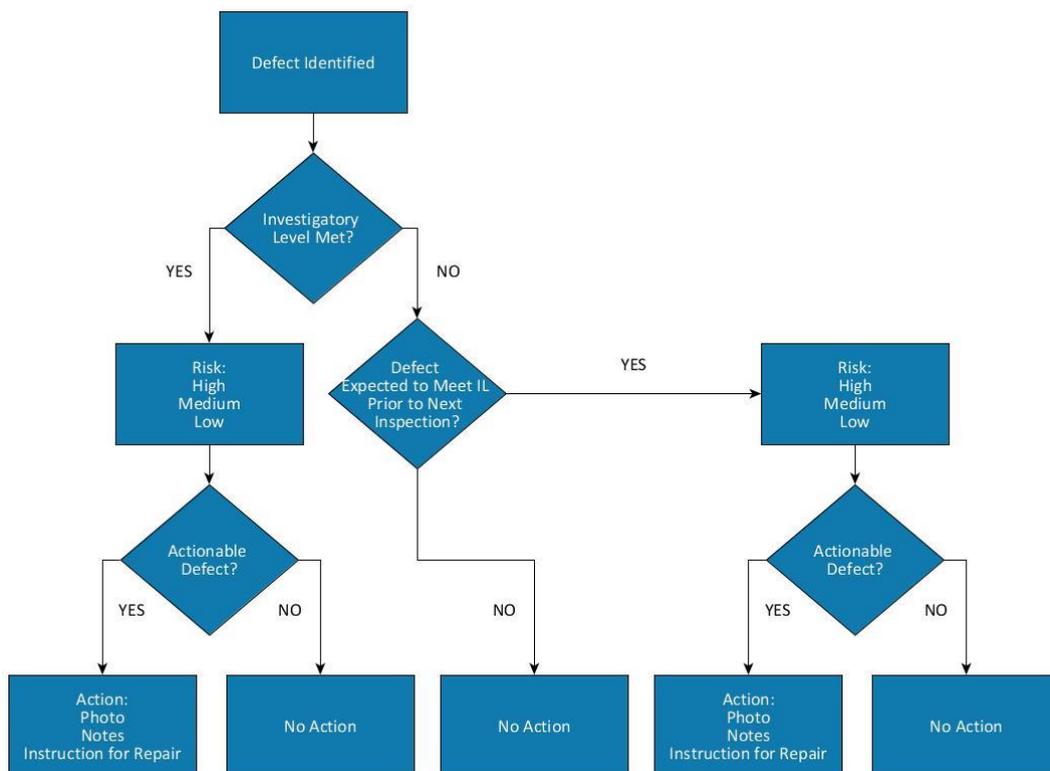


Figure 1: Risk Based Approach

The level of risk is the relationship between likelihood and severity. Where a defect meets the investigatory level through the risk process the following tables will determine the appropriate response for that defect. If the defect does not meet the investigatory level, the inspector will

assess whether the defect will meet the investigatory level prior to the next inspection and carry out a risk assessment accordingly. In all cases the response to the defect will be determined by the Safety Inspector dependent on location and risk to the public.

The safety inspector can select a response time that better suits the defect if required, with the response times guided as follows:

Table 12: Risk Matrix

Impact	Probability			
	Very low (1)	Low (2)	Medium (3)	High (4)
Little or negligible (1)	1	2	3	4
Minor or low (2)	2	4	6	8
Noticeable (3)	3	6	9	12
Major, high or serious (4)	4	8	12	16
Response category	P5/P4	P3	P2	P1

Table 13: Risk Definition

Priority	Response Time	Definition	Notes
P1	2 hours	Attend to and make safe within 2 hours	Defects must be called on identification. Defects in this category may be traffic signals struck by high sided vehicles, collapsed access covers.
P2	24 hours	Attend to and repair within 24 hours	Defects must be recorded into Confirm® and actioned according to the timescales set. Defects in this category may include deep potholes in wheel paths on high trafficked routes.
P3	7 days	Attend to and repair within 7 days	Defects in this category may include transverse upstands on footways around tree pits.
P4	28 days	Attend to and repair within 28 days	Defects in this category may include standing water on the highway in the summer time.
P5	No Response	No action will be taken other than recording the defect for addition to planned programme or works	Defects in this category are not logged into the system, but may be used to inform planned maintenance.

3.5. Measuring & Photographs

3.5.1. Measuring

Where a defect is identified the area will be measured. The area will be measured appropriately, with consideration for personal safety, to provide sufficient information for the works to be efficiently executed.

3.5.2. Photographs

Sufficient photographs of each defective area are taken with reference to the site, location and date of inspection. The photographs provide sufficient information to highlight the scale of the defect and its location.

Photographs of notable defects that are deemed to be in lower risk situations should, where practicable, be taken.

3.6. Raising Defect Notifications

Defect notifications will be raised on Confirm[®] as soon as a defect is identified. All the necessary fields on the defect notification sheet should be completed, outlining the defect identified, its location and remedial work necessary. A brief description of the defect identified should also be included in the respective field. Suitable photographs, will also be recorded, refer to 3.5.2.

3.7. Works Ordering

Works are ordered through Confirm[®] and sent to the contractor for action; where a 2-hour response is required, the work is phoned through to the contractor. When the contractor completes the work, they upload evidence into Confirm[®] and close the works order.

3.8. Other Inspections

In addition to the safety inspections listed above Lewisham will procure service inspections of the carriageway and footway assets in line with national guidance. The surveys procured are as follows:

- SCANNER (Surface Condition Assessment of the National Network of Roads) for carriageways on the Classified Road Network [A, B & C] - Annually
- CVI (Course Visual Inspections) for carriageway on the unclassified Road Network [U] - Periodically
- FNS (Footway Network Survey) for all footways - Periodically
- SCRIM (Sideways Coefficient Routine Inspection Machine) Survey for carriageways classified as A Roads - Annually

3.9. NRSWA Section 81 Defects

As the inspectors conduct their inspections they may come across statutory utility defects such as; trips, polished covers, or cracked, broken, missing or damaged covers. Inspectors will log these issues as external defects by utilising the process of raising defects to utility undertakers.

3.10. Road Works During Inspections

Lewisham will set out Detailed Local Operating Agreements (DLOA), highlighting arrangements for the safety inspection regime for sites where long-term roadworks for road alterations are being carried out by a third party. Lewisham may choose one of the following arrangements:

- Lewisham to continue inspecting and rectifying defects as per this document
- Lewisham to continue to inspect but pass rectification to the contractor on site
- Lewisham to hand over the inspection and defect rectification to the third party

Where short-term road works impede inspections, these will be deferred to when the road works are complete.

3.11. Bad Weather

During bad weather such as snow days and heavy rainfall, it is not possible to inspect the carriageways and footways. Therefore, on such days, the inspectors are to record the fact that they are unable to inspect. This should also be accompanied by the reason why. Roads which cannot be inspected due to bad weather, will be inspected as per 3.12 below.

3.12. Missed Inspections

Lewisham will aim to carry out any missed quarterly, bi-annual and annual inspections as soon as is possible after the originally scheduled date. For monthly inspections, missed inspections will form part of the following month's inspection.

4. Customer Queries

4.1. Investigating Customer Services Queries

Lewisham encourages members of the public to send enquiries through the council website.

All enquiries related to Highway are logged into the corporate customer service software (CRM). The highway inspectors will receive these enquiries and will action in accordance with the risk management approach highlighted in this document.

4.2. Emergency Out-of-Hours Call-Outs

Between the hours of 5pm and 9am Monday to Friday, and all-day Saturday, Sunday and bank holidays, Lewisham's appointed Out-of-Hours call handlers, will handle these calls. If an urgent enquiry is reported through the Contact Centre during out-of-hours service, the Contractor will attend to these enquiries, suitably equipped to commence whatever action is necessary, within 2 hours of receiving instruction and will action as necessary. The Contractor may escalate to Lewisham's On-Call Officer, if required.

5. Audit

5.1. Internal Audit Process

To ensure consistency in highway safety inspections and customer enquiries, regular auditing by the Quality and Compliance Manager (Highways) will be carried out. This will cross-check uniformity in the type of defects that are being raised and the way they are reported between the various inspectors.

Lewisham Council will also carry out a periodic "Inspections Workshop" where all inspectors will go through a set of images collected over the previous timeframe and work together through their assessment with the aim of achieving a common approach to risk rating.

6. Changes in Network Use

6.1. Identifying Need for Change

The Highways Asset Manager will periodically liaise with Lewisham Council's planning team to assess any future changes to the network especially with regards to third party developments. This will in turn inform the need to change network hierarchies and inspection regimes once the highway becomes adopted.

6.2. Making Changes

Any changes to the network affecting its hierarchy and inspection regimes set in this document will be carried out when private highway is adopted. This document will be checked (and amended as appropriate) to confirm that it still meets Lewisham's requirements.

DRAFT