

	<h2>Environment Committee</h2> <h3>14th July 2016</h3>
<p style="text-align: right;">Title</p>	<p>Highway Reactive Maintenance</p>
<p style="text-align: right;">Report of</p>	<p>Commissioning Director for Environment</p>
<p style="text-align: right;">Wards</p>	<p>All</p>
<p style="text-align: right;">Status</p>	<p>Public</p>
<p style="text-align: right;">Urgent</p>	<p>No</p>
<p style="text-align: right;">Key</p>	<p>No</p>
<p style="text-align: right;">Enclosures</p>	<p>Appendix A as part of this report</p>
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Summary

This report is in response to two Member's items raised at the Environment Committee on 8th March 2016 from Councillor Agnes Slocombe about potholes and Councillor Devra Kay about dangerous pavements.

The report addresses the request for information on the number of carriageway potholes and pavement defects along with the time taken for their repair and the number and cost of insurance claims to the Council.

Recommendations

That the Environment Committee note the response to the two Member's items and consider and comment on the information provided in this report.

1. WHY THIS REPORT IS NEEDED

- 1.1 This report is in response to the two Member's items (item 6b – Potholes and item 6e – Dangerous Pavements) which were discussed at the 8th March 2016 Environment Committee meeting. The request for item 6b was to provide information on the number of potholes on Barnet's roads and the time taken to complete their repair along with the number and cost of insurance claims to the Council. Item 6e was to provide similar information on dangerous pavements.
- 1.2 The Committee approved a recommendation that officers investigate both items and bring back a report to the Committee regarding how defects on the public highway are managed and repaired and provide statistical analysis of insurance claims, budgets and enquiries.
- 1.3 Local Authorities have a statutory duty under Section 41 of the Highway Act 1980 ("the 1980 Act") to ensure all highway maintainable at public expense is safe for its intended use.
- 1.4 In layman's terms, this means that LBB are responsible for the upkeep of the highway network i.e. carriageways, footways, verges, traffic islands and any structure that forms part of the public highway within the borough and is funded by central government and council tax collected from the residents of Barnet.
- 1.5 The Council operates a highway safety inspection regime which is based on the recommendations contained in the Code of Practice for Highway Maintenance "Well Maintained Highways", to ensure that its statutory duties under Section 41 of the Highways Act 1980 are met.
- 1.6 All defects identified by the Highway Safety Inspectors on the highway network likely to create danger or serious inconvenience to users of the network or the wider community are assessed to determine the risks those defects pose and the level (and timeliness) of remedial actions required based on the danger they pose to road users. In particular, a highway authority has a duty to ensure that so far as is reasonably practicable, that safe passage along the highway is not endangered.
- 1.7 The preparation of a Highway Maintenance Inspection Manual is a requirement of the national Code of Good Practice for highway maintenance which sets out best practice guidance for highway authorities. The purpose of the manual is to provide details of how highway safety inspections are carried out, the frequency of inspections based on a road hierarchy and intervention levels used in order to identify defects along with associated rectification time periods.
- 1.8 Barnet's Highway Maintenance Inspection Manual is used to defend third party claims under Section 58 of the 1980 Act as a result of trips and falls.

1.9 The Highways Act 1980 (S58)

Section 58(1) states that “In any action against highway authority in respect of damage resulting from their failure to maintain a highway maintainable at public expense it is a defence (without prejudice to any other defence or the application of the law relating to contributory negligence) to prove that the authority had taken such care as in all the circumstances was reasonably required to secure that part of the highway to which the action relates was dangerous for traffic”.. In other words, as long as the Council is able to demonstrate that it had taken reasonable care in discharging its duty, i.e. that there is a recognised system in place to inspect, identify and remedy defects such as potholes and damaged pavements within given timeframes and inside the Council’s domain, then this would be a defence in court, should a claim be brought against the Council.

The burden of proof is on the Highway Authority to establish that it had taken reasonable care under all the circumstances to ensure that the part of the highway to which the action is related was not dangerous for traffic.

When considering a Section 58 Defence the Court will take into account a number of things to include:

- The character of the highway and the traffic reasonably to be expected to use it;
- The standard of maintenance appropriate for that type of road and traffic;
- The state of repair in which a reasonable person would have expected to find the highway;
- whether the Authority knew, or could reasonably have been expected to know, that the condition of the highway was likely to cause danger to the public
- where the Authority could not reasonably have been expected to repair the highway before the accident occurred, what warning notices of its condition had been displayed.

1.10 The Highway Inspection manual provides the methodology on how the highway network of an Authority is maintained to fulfil the statutory duty and the core objectives recommended by the Code of Practice for Highways Maintenance Management.

These core objectives are:

- Safety – Minimise risks of trips and falls and comply with statutory obligations
- Serviceability – Good even surface without defects
- Sustainability – Minimising cost over time and maximising value to the community

The timescales for the repair of a pothole or damage to a pavement would be dependent on a risk assessment to determine the likelihood of an accident

occurring as a result of the pothole and the severity of the damage it would likely cause should an accident ensue. The risk assessment would include the location of the defect, its size and depth, as well as the usage in terms of traffic volumes of the carriageway where the defect had occurred.

The severity of the defect would be categorised following the risk assessment, and the times for repair would depend on the following:-

- **Emergency (ME)** – completion (or at least made safe) within 2 hours;
- **Category 1** – completion/made safe within 48 hours;
- **Category 2** - completion within 7 working days;
- **Category 3** - completion within 28 working days;
- **Category 4** – defect not considered to need intervention although may be included in future planned works.

The method of repair of a pothole would either be a permanent repair (always for a Cat 2 and 3 and where circumstances allow for an ME or Cat 1,) using hot, bituminous materials, or a temporary repair using cold materials in order to make safe an ME or Cat 1 where a permanent repair is not viable. The decision to make a temporary repair would depend on each individual circumstance, taking into account Health & Safety issues such as speeding traffic or night time repairs, or availability of resources such as over a bank holiday period when some materials may not be easily accessible.

For a paving slab footway construction, a temporary repair may remain in place until the whole footway has been identified as requiring complete or partial relay as part of the annual footway relay work programme and included in this work programme.

- 1.11 A robust process for the identification and correction of defects on the public highway allows the authority to maximise the levels of service (availability at all times, Network integrity to provide a safe walking environment and condition that is consistent with minimum whole life costing) provided to road users and minimise the risks of claims for private and personal damages.
- 1.12 Appendix A provides a list of specific defects likely to be seen on any highway network along with investigatory levels and rectification levels as outlined in Barnet's Highway Maintenance Inspection Manual referenced in 1.7.

Furthermore, in operational terms, an explanation of how the Council addresses the different categories of works is outlined below. However if there are planned major maintenance works or improvements in the near future that could resolve the defect, then the temporary repair may be left at the 'made-safe' status. Normally this time period would not exceed 6 months.

- **Category 1** defects should be corrected or made safe at the time of inspection, where reasonably practicable. Permanent repair would be carried out within 28 days.

- **Category 2** defects are those which, following a risk assessment, are deemed not to represent an immediate or imminent hazard or risk of short term structural deterioration. Such defects may have safety implications, although of a far lesser significance than Category 1 defects, but are more likely to have serviceability or sustainability implications.

These defects are normally permanently repaired on the primary site visit with the provision that no unforeseen issues such as water leaks are identified during the repair process.

- **Category 3** is used for defects which do not pose an immediate risk to users due to their nature or location on a given asset but still exceed the borough's intervention level. This category is also used for defects likely to become Cat 1 or 2 defects if left untreated until the next cyclic inspection.

As with Cat 2 defects, these defects are normally permanently repaired on the primary site visit with the provision that no unforeseen issues are identified during the repair process.

- **Category 4** defects are those which are below the Council's agreed intervention level, but are worth noting as potential intervention arising as part of overall planned maintenance works or should budget surpluses occur.

The Authority's Direct Labour Organisation provides an emergency service and undertakes Category 1 repairs with Conways Aecom (Transport for London's London Highways Alliance Contractor) undertaking other work. An information Bulletin giving examples and information on what constitutes an Emergency is included in the Appendices.

2. REPORTING OF DEFECTS TO REPAIR – PROCESS

- 2.1 Highway issues including defects are raised to the Highways Inspection Team following their schedule inspection regime, by residents of the Borough of Barnet, ward members, stakeholders, utilities and fellow professional bodies via email, telephone, the LBB website or public domain websites sites such as 'ReportIt' and 'FixMyStreet'. Officers will also explore the potential of using Apps which can be used on Smartphones to report defects in real time with photo attachments and geocodes to precisely locate the defect.
- 2.2 All enquiries generate a public enquiry record within the Re. asset management system (Exor). The system will record all the actions relating to an enquiry including contact with the customer, managing the

acknowledgment, any further responses and the closure of the enquiry on completion of any works deemed necessary.

- 2.3 Should a repair be deemed necessary a works order will be generated stating the category of repair required. Emergency (ME) – 2 hour response, CAT 1 -48 hour response, CAT2 - 7 working day response, CAT 3 - 28 working day response or CAT 4 which are submitted for future planned maintenance schemes should resources/budget be available.

3. STATISTICS

- 3.1 Accidents on the highway such as tripping on the pavements or damage to vehicles in potholes may cause personal injury and loss or damage but it may not necessarily lead to a negligence claim for compensation against the Highway Authority.
- 3.2 Any claim for compensation must be submitted in writing (letter or email) where a claim will be recorded on the insurance claims database irrespective of the merits of claim as initially presented. An insurance claim, whether from a member of the public direct or a solicitor acting on behalf of the injured party, will be acknowledged usually within a 2 days with a request for further information in order to formally commence an investigation into liability.
- 3.3 In accordance with Civil Procedure Rules (CPR) for liability claims of this nature, once LBB is in receipt of all required information the formal investigation period commences and the required forms are passed to Highways. Under the CPR, a defendant has 40 business days to either accept or deny liability. Highways Claims Protocols requires Highways to complete their investigation within 21 calendar days of receipt of a claim from the insurance team so liability is generally being determined and communicated with claimants within 15 business days (3 weeks) of commencement.
- 3.4 The claims investigation process will establish if there is a defect in the pavement or carriageway that meets (or exceeds) the intervention levels as set out in the Highways Manual. If not, the claim will be defended on the basis of not breaching Section 41 of the 1980 Act.
- 3.5 If it is accepted there is an intervention level defect, Highways must provide evidence of regular safety inspections covering the accident location in accordance with the Highways Manual. Also evidence that any defects noted during these inspections have been ordered and repairs completed. Finally all customer reports or complaints received for the area in the last 12 months prior to the accident date are reviewed to establish if the alleged defective area had been reported to the council in between safety inspections and if so what actions were taken.
- 3.6 If LBB can demonstrate it has acted reasonably taking all of the above into account, the Council has a statutory defence to any claim under Section 58 of the 1980 Act and liability will be denied. However where LBB cannot

evidence a regular system of safety inspections or the completion of intervention level defects identified, liability is accepted. Claims are negotiated by the Insurance Team, and where appropriate our Insurers, settle on best terms based on medical evidence or estimates and invoices or damage claims. Throughout the claims process the Insurance Team will apply checks and measures to confirm the eligibility of a claim including fraud checks and independent inspections where considered appropriate.

- 3.7 The figures below show compensation claims received in the last three financial years for tripping accidents on the pavement and damage to vehicles in potholes on the carriageway. How many of these claims have been admitted and settled with the total cost including any legal costs, closed claims where the claim has either been withdrawn or successfully defended and the number of open claims with an estimate on a full liability basis (i.e. if the claim is accepted at the full value of the claim as presented by the claimant irrespective of liability):

2013/2014						
Type	Number of Claims	Admitted	Cost (£)	Denied / Withdrawn	Open	Estimated Maximum Liability (£)
Footway (trips)	151	55	374,206	83	13	264,945*
Carriageway (potholes)	152	70	25,972	82	0	0
				*includes 1 claim at £100,000		

2014/2015						
Type	Number of Claims	Admitted	Cost (£)	Denied / Withdrawn	Open	Estimated Maximum Liability (£)
Footway (trips)	202	50	407,486*	110	42	828,520**
Carriageway (potholes)	160	85	45,449	72	3	3,121
	*includes 1 claim at £105,000			**includes 1 claim at £105,000, 1 at £70,000 and 5 over £25,000		

2015/16						
Type	Number of Claims	Admitted	Cost (£)	Denied / Withdrawn	Open	Estimated Maximum Liability (£)
Footway (trips)	183	13	43,345	57	113	1,721,659**
Carriageway (potholes)	141	48	14,662	32	61	39,206
				**includes 1 claim at £70,000 and 6 over £25,000		

3.8 Information relating to the number of emergency repairs (ME) and the number of enquiries received relating to carriageway defects and footway defects over the past 3 years is provided in the table below:

	2013/2014	2014/2015	2015/16
	Number of Enquiries	Number of Enquiries	Number of Enquiries
Emergency (ME)		381	562
Carriageway enquiries	1915	1511	1869
Footway enquiries	3547	1982	2570

LBB has recognised the risks involved in any deterioration of the network and is in the process of investing an additional £50m through the Network Recovery Programme.

Network Recovery Programme (NRP)

Historically there has been a lack of investment in the highway infrastructure, not only in Barnet but throughout the country, resulting in a poor quality asset.

In April 2015 Barnet council allocated a budget of £50 million over a 5 year period commencing in 2015/16 for a 'Network Recovery Plan' (NRP) aimed at halting the deterioration of its highway network.

The following considerations are taken into account when determining which roads and footways are to be included in the NRP.

- Amount of reactive repairs carried out.
- Number of third party claims

- Number of defects identified via inspections and condition surveys
- Character of the road i.e close proximity to hospitals, schools, doctor's surgeries, residential homes, shopping areas.
- Volumes of traffic/pedestrians
- Number of enquiries /complaints.

It is also intended to provide a planned maintenance solution to an area where reactive maintenance allocation has already been targeted by the council. The Highways strategy proposes to reduce future reactive maintenance spend as well as aspiring to reduce costs of insurance claims from third parties.

As part of the 15/16 budget process, a 5 year budget was set for Investment in Roads and pavements, totalling £50.375m. The current profile of that spend is as follows:-

	Outturn	Budget	Budget	Budget	Budget	Total
	2015/16	2016/17	2017/18	2018/19	2019/20	
	£000	£000	£000	£000	£000	£000
Investment in Roads and Pavements	15,365	12,965	8,000	8,000	6,375	50,705

Note that the current programme gives a total spend of £50.705m, an increase of £330k from the budget agreed for 2015/16.

4. DEFECT MANAGEMENT

- 4.1 To ensure that the repairs of Emergency (ME), Cat 1 and Cat 2 defects are carried out within the prescribed parameters of the Key Performance Indicators (KPI), the following process is in place:

Emergency and Cat 1 defects: LLB DLO Direct Labour Organisation

- Issues are identified by either the inspector or reported directly to the Hub who then investigate the report and classify the defect accordingly.
- Emergency defects are passed directly to the contractor via EXOR – DLO supervisor ensures necessary resources are available to the contractor for completion within required deadline.
- A daily report is forwarded to SRO and Service Directors listing all open cases.
- Only once the job ticket has been closed by the contractor in Exor will the service deem the issue to be closed.
- Inspectors carry out spot checks on repairs to confirm quality of repair and to ensure all works completed.
- There may be occasions where the Cat 1 defect cannot be completed within the required timescale for a number of reasons including:
 - Health and safety considerations
 - Severe weather conditions
 - Parked vehicles obstructing access to a defect
 - Works by utilities in the vicinity
 - Traffic issues
 - Planned maintenance works taking precedence.

In situations such as these a temporary safety repair may be undertaken to ensure public safety is maintained. The cost of carrying out such a temporary safety repair is calculated at £25.02 per square metre, against £37.84 per square metre for a permanent repair. As outlined above, such temporary repairs are only carried out as a last resort and wherever possible a permanent repair will be undertaken as the first consideration.

Where the Council asks the contractor to carry out the temporary repair, full responsibility for both the defect and its repair remains with Highways.

If, however, the contractor **chooses** to carry out a temporary repair rather than a permanent one, any risk associated with the defect is the responsibility of the contractor until a permanent repair has been completed. Under these circumstances, any additional costs associated with the contractor completing a permanent repair, including maintenance of the temporary repair in the meantime, will be met by the contractor.

Cat 2 defects: Conway Aecom

- Issues are identified by either the inspector or reported directly to the Hub who then investigate the report and classify the defect accordingly.

- Cat 2 defects are passed directly to the contractor via EXOR – Conway Aecom supervisor ensures necessary resources are available to the contractor for completion within required deadline.
- A daily report is forwarded to SRO and Service Directors listing all open cases more than 4 days old.
- The service commits to chase each defect at least once during the 4 to 7 day period.
- Only once the job ticket has been closed by the contractor in Exor will the service deem the issue to be closed.
- Inspectors carry out spot checks on repairs to confirm quality of repair and to ensure all works completed.
- As with Cat 1 defects there may be occasions where the defect is unable to be completed within required timescale. Where this is not possible, a permanent repair should be undertaken within 28 days. No additional cost is incurred by the authority.
- Should planned maintenance or improvement works which would or could permanently resolve the issue be scheduled within the following 12 months then the defect may be left at the 'made safe' status until this time.

The following table shows the number of Emergency Repairs (ME) defect repair requests; Cat 1 defect repair requests; and Cat 2 defect repair requests that have been received each month against the number completed within the given time frame of the Key Performance Indicator (KPI). The analysis in the final column shows the success rate given as a percentage for each quarterly period.

The table clearly demonstrates that since the commencement of the Network Recovery Programme, there has been a significant reduction in the number of Emergency Repairs received. It is also evident that while the overall number of Cat 1 and Cat 2 defect repairs are still significant, which will remain the case due to the impact of severe weather, utility works and lack of resource invested previously in the highway network, those that have been received are now being addressed within the required timescales.

Number of Pothole Repairs								
Month	Emergency Repairs (ME) Number completed within timescale / number received	Emergency Repairs (ME) Number completed within timescale / number received	% Completed within timescale	CAT 1 Number completed within timescale / number received	% Complete within timescale	CAT 2 Number completed within timescale / number received	% Complete within timescale	Quarterly Analysis
May-16	0	0	N/A	114/114	100%	85/85	100%	There were no Emergency Repair defect requests, while 99.5% of both Cat 1 and Cat 2 requests received this quarter were completed (Apr/May)
Apr-16	0	0	N/A	195/196	99%	97/98	99%	
Mar-16	0	0	N/A	184/184	100%	106/106	100%	There were no Emergency Repair defect requests, while 98% of Cat 1 requests and 96% of Cat 2 requests received this quarter were completed.
Feb-16	0	0	N/A	196/197	99%	69/78	88%	
Jan-16	0	0	N/A	208/216	96%	33/33	100%	
Dec-15	1/1	1	100%	95/95	100%	30/34	88%	100% of both Emergency Repair defect requests and Cat 1 requests received were completed while 96% of Cat 2 requests received this quarter were completed.
Nov-15	1/1	1	100%	107/107	100%	46/46	100%	
Oct-15	0	0	N/A	100/100	100%	31/31	100%	
Sep-15	0	0	N/A	89/89	100%	21/21	100%	No Emergency Repair defect requests received this quarter while 100% of both Cat 1 and Cat 2 requests received this quarter were completed.
Aug-15	0	0	N/A	73/73	100%	19/19	100%	
Jul-15	0	0	N/A	62/62	100%	21/21	100%	
Jun-15	2/2	2	100%	64/64	100%	31/31	100%	100% of Emergency Repair defect requests received were completed this quarter while 99.9% of Cat 1 requests and 99.3% of Cat 2 requests received this quarter were completed.
May-15	0	0	N/A	163/164	99%	49/50	99%	
Apr-15	1/1	1	100%	163/163	100%	45/46	99%	77.67% of Emergency Repair defect requests received were completed this quarter while 97% of Cat 1 requests and 43% of Cat 2 requests received this quarter were completed.
Mar-15	1/1	1	100%	306/316	97%	37/37	100%	
Feb-15	18/20	18/20	90%	270/274	98%	7/24	29%	
Jan-15	7/16	4/9	43%	214/222	96%	0/20	0%	

Further factors which have an impact on the continuous maintenance of public footways include damage caused by building developments and by root growth from trees planted on the footway. The Highways department are proactively looking at sustainable approaches to counteract both of these issues.

Damage to the Public Highway by Builders:

The Highways department undertook a pilot study over a 3 month period in an area of the Borough which had the most development sites. A dedicated officer inspected every development location in the area and, where visible damage to the highway fronting the development was observed, notice was served on the developer under Section 133 of the Highways Act 1980. This notice informed the developer of the Council's intention to recover the cost of the damage from them or required them to repair the damage to the Council's satisfaction.

The trial evidenced potential for recovering a significant amount of the cost of repair for a large number of the areas of damaged footway caused directly by development activities throughout the Borough.

Highways have determined that the trial was a success and the continuation of the scheme will result in safer footways. It would also contribute to the Corporate Objectives by promoting responsible growth, development and success across the Borough, as well as improving the satisfaction of residents and businesses within the London Borough of Barnet as a place to live, work and study. The well maintained roads and pavements provide a cleaner and more attractive environment which will help residents to feel confident when moving around their local area on foot and supports the Council's Health and Wellbeing Strategy.

The successful recovery of costs should also reduce the expenditure burden on the Council's reactive maintenance budget, and is expected to realise a reduction in the number of complaints and third party claims associated with any slips, trips and falls on damaged footways fronting developments.

Highway trees:

The Borough of Barnet is recognised as being one of the 'greenest boroughs' within London and the Council are keen for this to continue. However, the planting and maintenance of highway trees on the public highway places additional challenges on the authority to ensure public safety is maintained.

Typical issues include:

- Disruption of footway surfaces due to root growth from the trees resulting in trip hazards and potholes.
- Increase in third party claims as a result of trips.
- Damage to private property such as garden walls
- Damage to drainage systems due to root penetration of pipelines and chambers.

- Damage to utility apparatus

The Council's Greenspaces Department, who manage highway trees on behalf of the authority, intend to introduce a 'Tree Strategy' which will outline the importance of trees as assets of the Borough.

The strategy will include guidance on the suitability of different tree species together with a specification for suitable sustainable materials to be considered for use in tree pits and the surrounding footway. This strategy is aimed at reducing the negative impact of tree roots on footways.

A report on the Tree Strategy is being prepared and will be presented at a future Environment Committee.

5. REASON FOR RECOMMENDATIONS

- 5.1 There is no recommendation as such, but the Environment Committee is to note the above response to the two Member's items and consider and comment on the information provided in this report.

6. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 6.1 There are no relevant options to be considered within the context of this report

7. POST DECISION IMPLEMENTATION

- 7.1 Highways implement the reactive maintenance service on behalf of the council in accordance with the code of Practice for Highway Maintenance Management and the council's Highway Inspection Manual.

8. LEGAL AND CONSTITUTIONAL REFERENCES

- 8.1 Section 41 Highways Act 1980 places a duty on local authorities to maintain the highway at public expense and s58 of the 1980 Act provides a statutory defence where the Highway Authority has taken reasonable care under all the circumstances to ensure that the part of the highway to which the action is related was not dangerous for traffic

9. RISK MANAGEMENT

- 9.1 None in the context of this report. Risk management may be required for work resulting from this report.

10. EQUALITIES AND DIVERSITY

10.1 Highway maintenance management should be inclusive, providing for all people regardless of age or ability. There is a general duty for public authorities to promote equality under Section 149 of the Equality Act 2010. There is also a specific obligation for those who design, manage and maintain buildings and public spaces to ensure that disabled people play a full part in benefiting from, and shaping, an inclusive built environment.

10.2 The 2010 Equality Act outlines the provisions of the Public Sector Equalities Duty which requires Public Bodies to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- advance equality of opportunity between people from different groups;
- foster good relations between people from different groups

The broad purpose of this duty is to integrate considerations of equality into day to day business and keep them under review in decision making, the design of policies and the delivery of services.

11. IMPLICATION OF DECISIONS

There are no implications of decisions in context to this report

12. BACKGROUND PAPERS

See Appendix A as part of this report.

Appendix A - List of specific defects and investigatory/rectification levels

Item	Defect	Investigatory Level
Carriageway	Pothole/spalling	40mm depth (no deeper than a golf ball)
	Crowning	50mm (area as NRSWA Code of Practice)50mm (area 2 sq.m)(no deeper than a tennis ball)
	Depression/rutting	40mm
	Gap/crack	40mm depth (20mm wide)
	Sunken ironwork	25mm level difference (no deeper than the height of a 50pence piece)
Pedestrian Crossing	Trip/pothole	25mm depth
Footway	Trip/pothole	25mm depth
	Rocking slab/block	25mm vertical movement 25mm width × 200mm length (min depth 20mm)(no wider than a tea plate)
	Open joint	25mm trip
	Tree root damage	25mm level difference
	Sunken ironwork Defective coal plates/basement lights etc	25mm trip
Surfacing	Missing/defective skid resistant carriageway	If present
	"Bubbled" mastic asphalt footway	25mm trip
Kerbing	Dislodged /loose/rocking/missing	50mm horizontally (slightly bigger than a golf ball) 25mm vertically yes/no
Ironwork	Broken/cracked cover likely to cause a hazard	If present
	Missing cover	Where not present
	Level difference within framework	15mm



Highways Bulletin

Emergency Standby Provision

As the Highways Service for the London Borough of Barnet we provide a 24 HOUR, 7 DAYS A WEEK, 365 DAYS PER YEAR emergency standby service to ensure that we at Highways can respond appropriately to those issues of greatest risk.

Last year 2014/15 we dealt with 1355 such emergencies.

An emergency is considered by the Code of Practice as those defects that require prompt attention because they represent an immediate or imminent hazard, or because there is a risk of short-term structural deterioration.

Incidents would include:

- Road traffic accidents
- Debris, including mud, chemical and clinical waste
- Large dead animals, for example cattle/deer/horse causing obstruction
- Fallen tree or branch blocking part or all the road or path
- Floods
- Swallow holes
- Obstructions on the highway
- Exposed electrical wires for traffic signals, street lights etc.

Should you become aware of an issue that requires urgent attention between the hours of 09.00-17.15 Mon-Thurs or 09.00-17.00 on Fri please call 020 8359 3555. Outside of these hours please call 020 8359 2000, whereupon a standby engineer will attend to assess the situation and take appropriate action.

As with all premium emergency services we need to ensure that resources are used for their intended purpose and should therefore only be used for urgent situations.

All other defects on the highway should be reported via 020 8359 3555 during office hours.