



2016 Highways Guide

Introduction

On 1st April 2014, Amey took over the highways maintenance contract for Gloucestershire County Council (GCC). The new contract allows the council to deliver a good basic service. With an increased focus on the big community offer, we will balance increasing customer expectations with declining resource availability and certainty, focusing on GCC's core objectives:

- Living within our means
- Doing the right things
- Helping communities to help themselves.

The contract includes maintaining 3,326 miles of road network, 50,714 road signs, around 100,000 gullies, 805 bridges and 3,509 miles of public rights of way.

The scope of our service covers:

- Winter maintenance
- Routine and environmental maintenance
- Work scheduling
- Highways Inspections
- Signals management and design
- Safety and infrastructure improvements
- Management and design of major projects
- Asset data collection
- Public Rights of Way (PROW)
- Customer communications
- Structural maintenance for roads, footways, drainage, bridges and structures.

This document sets out our service commitments to you, our customer.

Customer Contact Centre

Our dedicated Customer Contact Centre (CCC) is operational 24 hours a day, 365 days a year and handles some 4,500 calls from members of the public every month. All non-emergency highways issues including potholes, blocked drains, tree maintenance, grass cutting, road gritting, Public Rights of Way, damaged road signs and worn road markings can be reported to us through GCC's Report It Online system at www.gloucestershire.gov.uk/reportit. This online tool links directly to our Confirm system and enables you to trace your enquiry from submission to completion. Emergencies should be called through to the CCC on **08000 514 514**, and the team can be reached by email at GCCHighways@amey.co.uk.

Parishes wishing to discuss any of the following should contact their **GCC Local Highways Manager**:

- Speeding
- Grit bin requests
- HGVs or congestion
- Road condition or long-term plans for resurfacing
- Winter action plans
- Highways Local
- Highways Community Offer development
- Long term plans and priorities for the community
- Concerns over Levels of Service as outlined in the TAMP (Transport Asset Management Plan) or other Council strategy and policies.

Policy and strategy documents can be found at www.gloucestershire.gov.uk/policy

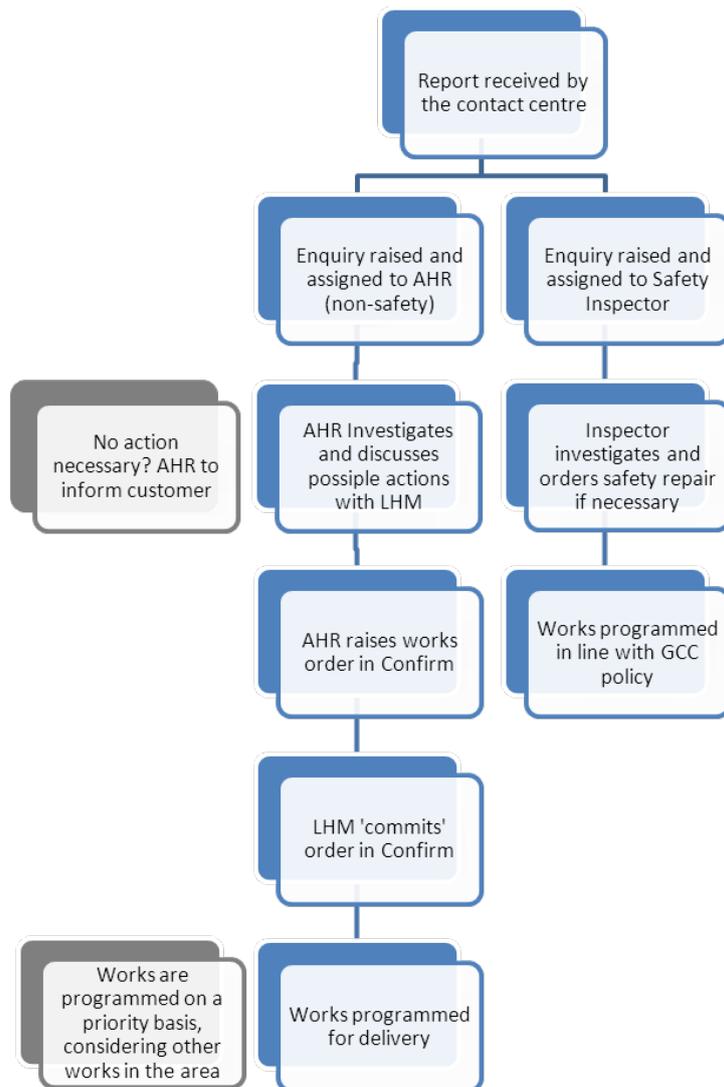
While we aim to provide a high level of customer care, it is not always possible to update each and every customer on their reports. However, you will be given a customer enquiry reference number which will enable our call centre staff to quickly locate your report should you contact us requesting an update.

The Customer Contact Centre will endeavour to...

- Answer 85% of calls within 20 seconds
- Acknowledge emails within 3 working days and respond to within 10 working days
- Acknowledge letters within 5 working days and respond to within 10 working days
- Respond to telephone calls and web enquiries within 5 working days
- Customer complaints are sent to the GCC complaints team who acknowledge within 2 days. We then investigate and respond within 10 working days.

What happens to your enquiry?

This simplified process explains how highways reports are investigated and turned in to deliverable jobs. All 'minor' maintenance works are prioritised on a safety and geographical basis; making use of resources when they are available in that area and balancing customer needs. We aim to complete works within a reasonable time frame, but it may take three to six months depending on other prioritised works in the system and environmental considerations like flooding and winter maintenance.



AHR – Amey Area Highways Representative

LHM – Gloucestershire County Council Local Highways Manager

Highways Inspections

Defect categorisation

We repair **'safety defects'** (including potholes) on a prioritised risk assessed basis in line with the national code of practice; Well Maintained Highways 2006. Safety defects are those carriageway or footway defects which are likely to cause a hazard. GCC's policy uses the risk based approach to define the size criteria for those pothole defects considered to be a hazard and for those likely to become hazardous before the next inspection.

- **Hazardous (Cat 1) defects** are repaired within one working day
- **Cat 2 defects** (those likely to become a hazard) are repaired within 28 working days
- **Other 'non-safety' defects** not meeting the criteria are monitored by Inspectors and Area Highways Representatives until deemed suitable for an appropriate intervention (patching or resurfacing).

We will...

- Inspect highways at set frequencies and prioritise repairs to 'safety defects' in accordance with GCC's Highway Safety Inspection Policy. Key routes are inspected once a month, link roads every three months and local access roads once a year.
- Endeavour to investigate any defect in the highway reported to us within 5 working days.
- Respond to safety defects within one working day (Cat 1) or 28 working days (Cat 2).
- Respond to emergencies within 2 hours to 'make safe'.



Drainage and surface water management

Our priority is to prevent flooding on the highway network becoming a safety hazard to the travelling public. To help us reach this goal we will:

- Endeavour to investigate reports of highway flooding and damaged or blocked highway drains within 5 working days
- Prioritise work where homes or properties are at most risk of flooding
- Cleanse urban gullies on a bi-annual basis and rural gullies on an annual basis, in line with GCC's Transport Asset Management Plan
- Jet drainage systems on a reactive basis as they are reported or found through inspection
- Carry out a bi-annual programme of grip cleaning and cutting
- Work with local farmers and land owners to keep ditches and waterways clear.

Highway environment

We will...

- Carry out verge cutting, visibility splays and highway shrub and tree maintenance in line with GCC's Highway Safety Inspection Policy and the Highway Tree Inspection and Maintenance Guide.
- Treat noxious weeds through an annual programme of spraying and/or weed pulling as GCC funding allows.
- Carry out a planned and reactive programme of tree inspections; once every three years in urban areas and once every five years in all other areas. Maintenance will be prioritised to only those tree defects considered as safety hazards.

We carry out a minimum of one full cut plus one visibility cut each year. Additional cuts may be undertaken, depending on the growing season.

How do we get overgrown hedges cut back?

Hedges are generally the responsibility of the adjacent landowner and not a highway function. If the parish council knows who the owners are, it might be best to make contact and ask them to cut back the hedge. If it is considered that the hedge presents a danger to the public, we can formally request that the land owner cuts back the hedge.

Signs and street furniture

- Annually inspect, clean and maintain all illuminated signs and bollards
- Erect new signs or replace damaged signs only where absolutely necessary.

Road Markings

- Annually inspect the road network to build up a reactive programme of white and yellow line and road stud replacement.



Winter Delivery

Our gangers, Area Highways Representatives and Safety Inspectors all play an essential part in helping to keep Gloucestershire moving during the winter. Many of them drive gritting vehicles, supervise salt runs and are on-call 24 hours a day. When ‘battle conditions’ are in force, winter safety takes precedence over all other areas of service. This may mean your enquiries are not responded to as quickly as you wish or our delivery programme dates slip. We hope you understand that in these circumstances, the safety of the public is paramount.

Our winter service includes:

- Filling community salt bins at the start of the winter season – our gangs will loosen the compacted salt and top-up the bins. Salt bags are provided to communities during the summer and autumn months to allow them to restock through the winter season. We will contact parishes towards the end of the summer to collect their bagged salt orders.
- Operating a winter service of precautionary salting and snow clearance on strategic roads and when possible on secondary routes as laid out in GCC’s Adverse Weather Plan. Gritting routes can be viewed at www.gloucestershire.gov.uk
- Monitoring and calibrating weather stations across the county, and deciding whether gritters should be deployed.
- Liaising with snow plough operators and snow wardens across the county. We will contact snow plough operators and wardens towards the end of the summer and undertake plough inspections before winter arrives.

Public Rights of Way (PROW)

Amey’s six PROW Officers look after the county’s 3,509 miles of PROW, supported by hundreds of volunteers. PROW issues should be reported through the Customer Contact Centre or their dedicated email address gccprow@amey.co.uk.

Each officer maintains regular relationships with the parishes in their area and can report on works planned and completed.

Their responsibilities include:

- Maintaining the surface of paths
- Inspecting 10% of the asset each year
- Maintaining around 13,000 roadside signposts and an unknown number of waymarks, around 2,500 bridges and thousands of stiles
- Liaising with landowners and volunteers
- Administrating diversion requests.



Your Key Contacts



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