

PUBLIC

# HIGHWAY SERVICE LEVEL SUSPENSION PLAN

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## Document Information

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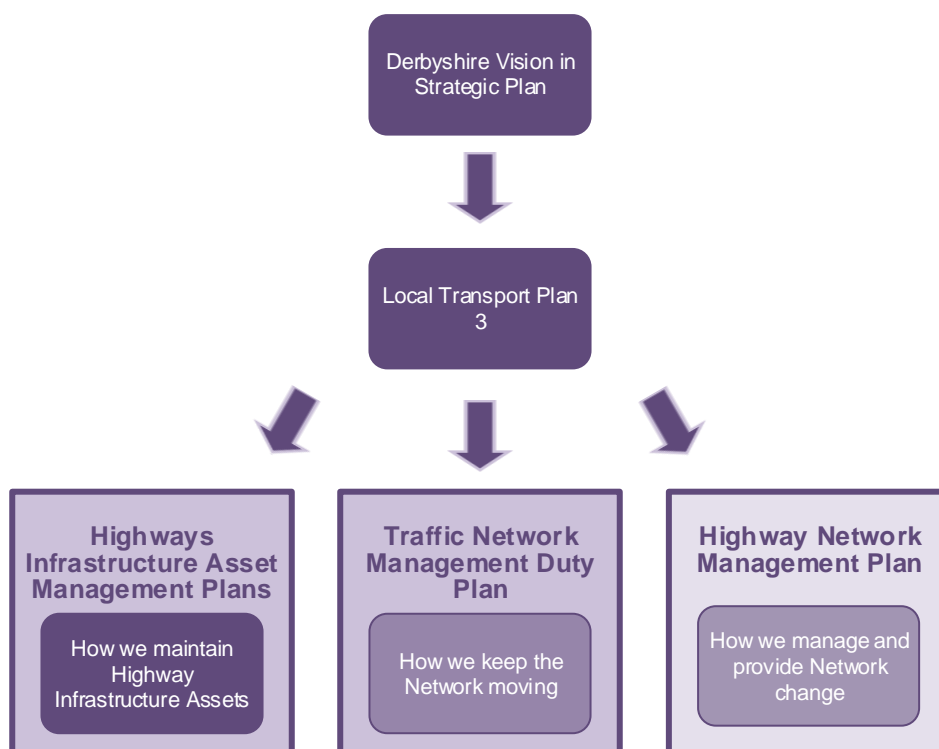
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## INTRODUCTION

This document provides the technical details that supports the Highways Infrastructure Asset Management Strategy and Plan and forms part of the Highways Infrastructure Asset Management suite of documents. It is a working document that provides the processes and information used internally by staff undertaking roles in delivery of service.

The following figure shows this documents context with other key documents in how the network is managed, maintained and changed:

**Diagram 1: Plans and Policies Framework**



The [Civil Contingencies Act 2004](#) places a duty on the local authority to ensure that it has prepared, as far as reasonably practical, to continue to provide critical functions during any disruptive challenge.

Under [Section 41 of the Highways Act 1980](#) Derbyshire County Council has a statutory duty to maintain highways that are maintainable at public expense. Neglecting this duty can lead to claims against the County Council for damages resulting from a failure to maintain a highway. Under [Section 41 \(1A\)](#), the Council is under a specific duty to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice.

The County Council also has a duty under [Section 130 of the Highways Act 1980](#) to assert and protect the rights of the public to use and enjoy the Highway. In order to fulfil this duty the Highways Authority has a responsibility to remove encroachments and obstructions of the Highway.

Under Section 150(1) of the Highways Act 1980, there is a requirement for the Highway Authority to remove an accumulation of snow which forms an obstruction, and Section 150(3) of the Act states that the following factors should be taken into account the:

- Character of the highway and the nature and amount of traffic using it
- Nature and extent of the obstruction
- Resources of the workforce, vehicles and equipment available to the Highway Authority and extent to which those resources are being, or need to be, employed on such work.

The [Highway Infrastructure Asset Safety Inspection Manual \(HIASIM\)](#), [Reactive Maintenance Team Operational Manual \(RMTOM\)](#), the [Winter Service Plan](#) and Customer Road Fault Reporting Process outline the processes, procedures and service levels relating to winter service, safety inspection frequency and reactive maintenance response times which support the above objective. These are detailed later in this document. However, it is not always possible to meet these requirements but it is acknowledged that Highway Reactive Maintenance forms part of keeping the highway network safe and it has been identified as a Priority 1 Council Service.

This document will set out when we have to trigger and provide interim levels of service for reactive maintenance response times within the highway, whilst prioritising keeping the network safe and maintaining safety critical tasks. It will define the process to be followed to ensure we provide the critical service functions to keep the network moving. It will be reviewed in conjunction with the review process of the [Winter Service Plan](#), [HIASIM](#), [RMTOM](#) and Customer Road Fault Reporting Process.

## CURRENT SERVICE LEVELS

Derbyshire has service levels relating to the frequency of Highway Inspections and these are detailed in tables 1, 2 and 3 below:

**Table 1 Frequency of Inspections Carriageways**

Carriageway Hierarchy	Category	Frequency of Safety Inspection*
Resilient Network	Priority network required to maintain economic activity and key services	1 month
Network Hierarchy 1	Annual Average Daily Traffic Flow $\geq 9000$	1 month
Network Hierarchy 2	Annual Average Daily Traffic Flow $\geq 6000$ and $< 12000$	1 month
Network Hierarchy 3	Annual Average Daily Traffic Flow $\geq 3000$ and $< 8000$	1 month
Network Hierarchy 4	Remaining Strategic Regional Routes, Main Distributor Roads and Secondary Distributor Roads	1 month
Network Hierarchy 5	Remaining Link Roads	3 months
Network Hierarchy 6	Remaining Local Access roads that are not a cul-de-sac	1 year
Network Hierarchy 7	Remaining Local Access roads that are a cul-de-sac	1 year

**Table 2 Frequency of Inspections Footways**

<b>Footways Hierarchy</b>	<b>Category</b>	<b>Frequency of Safety Inspection*</b>
1A	Prestige Area	1 month
1	Primary walking route (including shared use facilities)	1 month
2	Secondary walking route (including shared use facilities)	3 months
3	Link Footways	As for c/way
4	Local Access Footways	As for c/way

**Table 3 Frequency of Inspections Cycleways**

<b>Cycleway Hierarchy</b>	<b>Category</b>	<b>Frequency of Safety Inspection*</b>
A	Carriageway – Contiguous or shared	As for c/way
B	Footway – Contiguous or shared	As for f/way

\* The inspection due date will generally default to the 15<sup>th</sup> of the month for each inspection

These service levels are currently set out in our [Highway Infrastructure Asset Safety Inspections Manual](#).

Winter Service Levels of Services are published in the [Winter Service Plan](#) and cover both precautionary salting and snow clearance. Table 4 and 5 overleaf outline the levels of service for each one.

**Table 4 Precautionary Salting Levels of Service**

<b>Level of Service Precautionary Salting</b>
<b>Carriageway Primary Route Network</b>
<b>When treatment received</b> Pre-treatment on receipt of hoar frost, snow or ice forecast in advance of the onset of the potentially hazardous conditions as far as reasonably practicable Treatment of the primary network takes place in accordance with the available forecast, local condition information and the decision matrix in table 4 in <a href="#">Appendix B</a> .
<b>Operational hours of working</b> 24 hours a day if required 7 days a week including weekends and bank holidays.
<b>Target time for leaving depot once request for gritting received</b> 1 hour
<b>Target time for completion of each route</b> 3.5 hours dependent on route and traffic conditions.
<b>Route review timescale</b> Annually taking into account service requests and difficulties experienced previous winter.
<b>Carriageway Secondary Route Network</b>
<b>When treatment received</b> This is dependent on status of primary routes. Primary routes are priority. Pre-treatment on receipt of snow or ice forecast in advance of the onset of the potentially hazardous conditions as far as reasonably practicable. Hoar frost not treated. Treatment takes place in accordance with the decision matrix in table 5 in <a href="#">Appendix B</a> .
<b>Operational hours of working</b> 24 hours a day if required 7 days a week including weekends and bank holidays.
<b>Target Time for leaving depot once request for gritting received</b> 1 hour within working hours
<b>Target Time for completion of each route</b> 3.5 hours dependent on route and traffic conditions
<b>Route Review Timescale</b> Annually taking into account service requests and difficulties experienced previous winter.
<b>Carriageway Non – Precautionary Network</b>
<b>When treatment received</b> These are not treated as standard.
<b>Contiguous Cycle Lanes and Cycle Tracks – Treated Network</b>
<b>When treatment received</b> These are treated in accordance with what level of network they are situated on for example primary or secondary network levels of service.
<b>Cycle Lane and Cycle Track Non – Treated Network</b>
<b>When treatment received</b> These are not treated as standard.
<b>Footway Networks</b>
<b>When treatment received</b> These will benefit from overspray from carriageway salting when adjoining the carriageway. These can also be treated, in periods of severe weather, by hand during normal working hours on a reactive salting basis. These are completed after higher priority routes have been treated resource and condition dependent. Footway treatment will be based on the Council's footway hierarchy.

**Table 5 Snow Clearance Levels of Service**

<b>Level of Services Snow Clearance</b>
<b>Carriageway Tertiary Network</b>
<b>When treatment received</b> During snow conditions. These will be priority after primary and secondary routes are cleared and stable.
<b>Who will clear</b> External resources when enough has been secured.
<b>What will be cleared</b> At least one route to isolated villages, roads serving industrial undertakings, roads serving schools and not currently served by the treated network and roads serving establishments for older people.
<b>Carriageway Principal Snow Clearing Network</b>
<b>When treatment received</b> 24 hour working will be instigated if required to maintain and restore the Resilient Network and principal traffic routes.
<b>Who will clear</b> Derbyshire County Council or external resources where available.
<b>What will be cleared</b> Resilient Network cleared 1 <sup>st</sup> and then high priority routes including primary salting routes In prolonged or severe snow circumstances priority is given to the Resilient Network and principal traffic routes to ensure they stay open. After this objective has been achieved then the remaining roads on the precautionary salting routes will be treated. The network will be modified if additional locally important sites are identified or to compensate for changes to the primary and secondary network accordingly.
<b>Carriageway Secondary Snow Clearing Network</b>
<b>When treatment received</b> Once principal snow clearing network clear.
<b>Who will clear</b> Derbyshire County Council or external contractors where available.
<b>What will be cleared</b> The remaining routes on the primary and secondary treated networks.
<b>Carriageways The Remaining Network</b>
<b>When treatment received</b> Normal working hours. Only when precautionary and tertiary routes have been cleared.
<b>Who will clear</b> Derbyshire County Council or external contractors where available.
<b>What will be cleared</b> If there is a delay to the onset of adverse weather conditions to the commencement of clearance operations, priority is given to re-opening routes into isolated communities from the main road network. Sites identified by the Council where non – treatment is likely to cause significant disruption especially in rural communities, where public transport is less available and fewer roads are included in the precautionary network will be considered for treatment based on firm forecasts of significant snow fall at the earliest opportunity utilising internal and external resources. Unplanned road closures may be instigated, in the interests of safety, if adverse weather becomes persistent.



<b>Primary Footways</b>
<b>When treatment received</b> Clearance of snow is undertaken when labour resources from highway maintenance work and precautionary salting become available. Normal working hours.
<b>Who will clear</b> Derbyshire County Council and District/Borough/Parish Councils.
<b>What will be cleared</b> Priority given to category 1A and 1 footways in town centres.
<b>Primary Cycleways</b>
<b>When treatment received</b> Works will be undertaken in normal working hours when labour resources become available after primary footways have been cleared.
<b>Who will clear</b> Derbyshire County Council and District/Borough/Parish Councils.
<b>What will be cleared</b> The treatment will reflect the importance of the County Councils cycle route hierarchy.

All reactive maintenance work is currently issued with a response time either derived from a risk assessment completed at the time of a defect identification for safety defects or from the information provided relating to the customer road fault reported. This response time for reactive works commences once the safety defect/reported customer road fault enquiry is received into the CONFIRM system.

- a. Emergency calls should be responded to within 2 hours
- b. Other response times are:
  - i. 32 hours
  - ii. 9 days
  - iii. 28 days

These service levels are currently set out in our [Reactive Maintenance Manual](#) and this document will be reviewed if current service levels are amended.

The DCC [Economy Transport and Environment Service Plan 2017 – 2021 update for 2019 – 20](#) states the target for the percentage of road defects repaired within timescale is 90%.

The Customer Road Fault Reporting Process states that where practicable, Highways Inspectors should investigate reports of road faults within 10 working days of receipt if the location is accessible and it is safe to do so.

There are also service levels associated with day – to – day office work which have deadlines. These can include responding to Freedom of Information requests (20 days), complaint responses (28 days), Members Enquiries (10 days) and some meetings require decisions made at certain timescales. In certain situations these levels of service may also have to be suspended.

## **WHY DO WE NEED TO CONSIDER SUSPENSION OF NORMAL SERVICE LEVELS?**

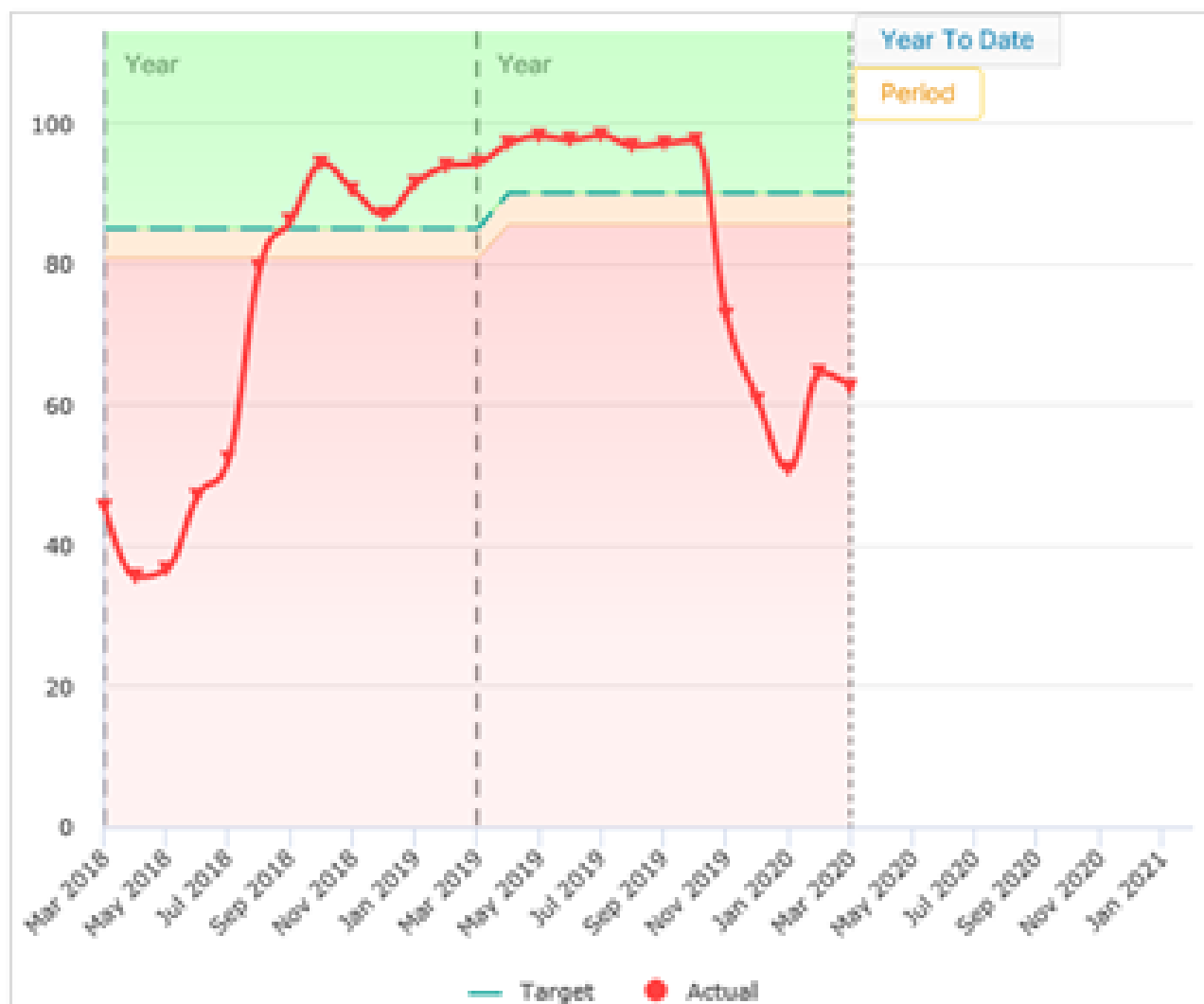
In recent years there have been a number of events which have on occasion led to a reduction in our performance relating to the expected service levels. Most noticeably, in November 2019 Derbyshire experienced a severe flooding event which meant that it was not possible to keep up with demand whilst also diverting resources to keeping the network moving and complying with the statutory duty under [Section 41\(1A\) of the Highways Act](#)

[1980](#). In some situations we may need to prioritise keeping the network safe. To do this we may need to suspend normal service levels for an appropriate time period.

Graph 1 overleaf shows how Derbyshire were unable to meet the targets for defect completion in the weeks following the November 2019 flooding as they were diverting resources elsewhere to keep the network safe and open.

**Graph 1: Reactive Maintenance Performance**

### Percentage of defects completed within target



## WHEN CAN WE SUSPEND THE CURRENT SERVICE LEVELS

There may be times when Derbyshire is unable to meet the defined service levels outlined above and may have to provide amended timescales or remove timescales entirely. This could be due to the inability to resource key staff and infrastructure, and examples of triggering events include: flu pandemic, resource/fuel/material shortage, adverse weather or a major emergency event. In these types of cases we will need to relax the associated timescales.

However, this should not be considered until the following options have been investigated:-

- 1) Providing additional resources using existing staff through overtime payments;
- 2) Providing additional internal resources from other highway sections.
- 3) Providing additional external resources from agency/other contracts.

It should be noted that implementing any of the above may affect service levels in other sections of the highway service.

The suspension trigger will be considered once the following criteria have been met and the above options have been investigated already:

**Table 6: When can we suspend current service levels?**

Area of Service	Trigger point to start suspension consideration
Reactive Maintenance and Highway Safety Inspections Process	When available Network Planning and/or Construction Services and/or Business Support resources able to undertake their normal duties (in accordance with the Competency Framework) is $\leq 50\%$ .
Reactive Maintenance, Winter Service and Highway Safety Inspections Process	When availability of fuel, materials or plant is 75% of normal levels.
Reactive Maintenance and Highway Safety Inspections Process	When there is a period of 5 or more consecutive days of adverse weather which affect route availability.
Reactive Maintenance and Highway Safety Inspections Process	When there is immediate network unavailability due to a sudden event or a sudden event leads to all workforce been required in other areas.
Reactive Maintenance Process	When there is a prolonged period (5 weeks) where we are only able to complete 70% of reactive maintenance jobs generated from safety defects and customer enquiries within timescales with available resource.
Winter Service	When available Construction Services resources able to undertake their normal duties (in accordance with the Competency Framework) is $\leq 90\%$ .

**The triggers and areas of service outlined within Table 6 are not intended to be an exhaustive and definitive list, and there may be other situations for which suspension is necessary and other areas of service that may be affected. The reason and evidence for suspension will be recorded in Appendix 2.**

It is possible for a suspension of service levels to occur only in one area of the County. For example, severe weather may only affect the North of the County.

It will not cover general adhoc reasons for Derbyshire not meeting set service levels such as the breakdown of the Single Asset Management System.

### WHAT PROCESS SHOULD BE FOLLOWED

In the event of a suspension trigger the interim service levels and action to be taken will be agreed by Highway Management Team. Actions could also include reducing other service levels such as enquiry response times or highway works timescales. If required, a decision can be made via a quorate meeting of Highway Management Team or budget holder if required. The process for suspension of service levels is detailed in [Appendix 1](#).

All requests for service will be recorded by the relevant officer and reported to the Service Director or equivalent using the form in [Appendix 2](#).

Information relating to the change in service levels will need to be communicated to the relevant parties both within and outside of the Council in accordance with the Highways Communications Plan.

### RELATED PLANS

In the event of a suspension of current service levels other plans and strategies may be implemented.

- Emergency Planning Severe Weather Plan
- Network Resilience Plan
- DCC Business Continuity Plan

### REVIEW/RESUMING NORMAL SERVICE LEVELS

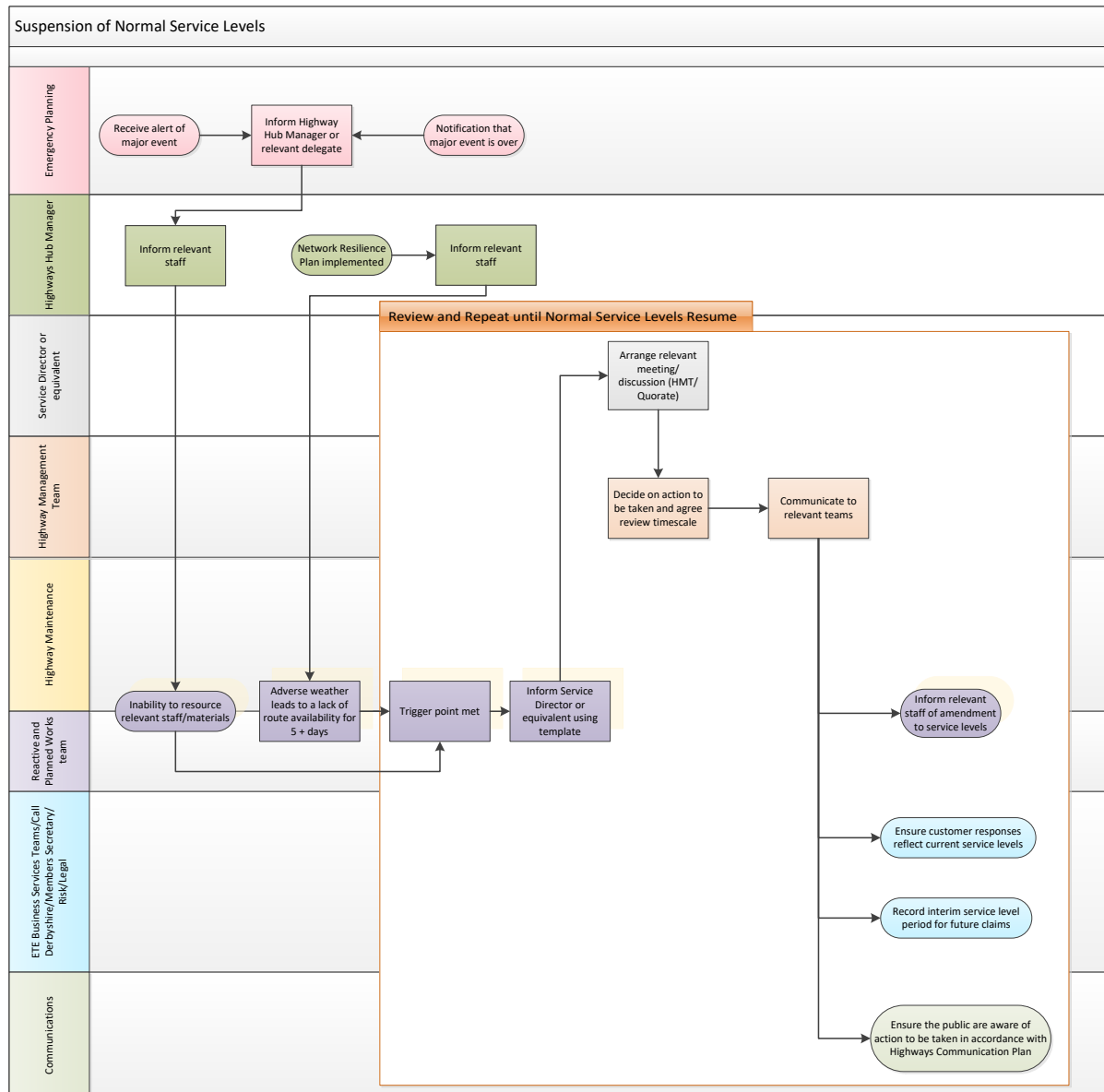
The interim service levels and required actions should be reviewed by HMT on an agreed timescale.

Derbyshire will resume normal service levels as soon as practicable. Normal service levels are defined within the [Introduction of this document](#). This will be communicated to relevant stakeholders in accordance with the [Highways Communication Plan](#).

There will be appropriate testing of this plan periodically.

## APPENDICES

### Appendix 1 Suspension of Normal Service Levels



## Appendix 2: Suspension of Services – HMT Log of Actions

If a specific event still requires action after review start a new row in the spreadsheet referencing for example 2019 1a

Suspension Reference Number	What suspension trigger reached?	When is suspension due to start?	When is suspension due to end?	What area is affected?	Why is suspension required?	Action taken and proposed interim service levels	Officer recommended review date	HMT approval given?	Date due for HMT review?	Comms to staff/Highways Hub/Call Derbyshire/ Risk/Insurance and Comms team
2019 1	Example: Reactive Maintenance	04/03/2019	TBC	North East Derbyshire Only	Adverse weather	Attempted to gain staff from agency. Service Level= emergency and winter priorities only. 9 day and 28 days targets will be extended by 10 working days each	2 weeks	Yes	2 weeks – 18/03/2019	
2019 2	Example: Inspections	13/05/2019	20/05/2019	South Area Only	High levels of absence in inspector workforce	Attempted to gain staff from agency. Inspection frequency altered from monthly to 6 weekly. All inspections service levels maintained	1 week	Yes	1 week – 20/05/2019	
2019 3	Example: Inspections	29/04/2019	06/05/2019	County Wide	Nationwide fuel shortage	Unable to use fuel due to limitation in force for emergency services. Proposed increase of service levels by 5 days on each	1 week	Yes	1 week - 06/05/2019	