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# Glasgow City Council

## Road Safety Inspection and Repair Manual

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## Document History

The following table summarises the version history of this document.

<i>Version</i>	<i>Date</i>	<i>Status</i>	<i>Comments</i>
1	5 <sup>th</sup> February 2019	Issue	For ESCR Committee Information

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## 1 Introduction

Glasgow City Council's 'Road Safety Inspection and Repair Manual' has been developed with the primary aim of providing operational guidance to those officers responsible for managing road asset safety inspections. This is in order to encourage a consistent approach by utilising a formalised system that recommends the frequency of inspections as well as the method of assessing, recording and responding to defects in the road asset. This strategy is based on the SCOTS Risk Based Approach (RBA) guidance and compiled using their Road Safety Inspection Strategy template. The document is one of a suite of Risk Based Approach documents, a description of which can be found in the overview document held in the Asset Management Khub: "[SCOTS Risk Based Approach Overview.doc](#)"

'Well-Managed Highway Infrastructure: A Code of Practice' has specific recommendations regarding inspections of all road elements. This Strategy document specifically relates to the procedure for carrying out road safety inspections. Recommendation 7 of the code of practice is that Road Authorities should adopt a Risk Based Approach to all aspects of road maintenance.

A Risk Based Approach is also recommended by the Institute of Highway Engineers in their guidance on managing risk and liability, 'Well Managed Highway Liability Risk'

The establishment of an effective regime of safety inspections is a crucial component of road maintenance in accordance with the Code of Practice, The Society of Chief Officers of Transportation in Scotland (SCOTS) seeks to encourage the benefits that will be gained by harmonising such procedures across Scotland. Recommendation 6 within the Code of Practice refers to Consistency with Other Authorities and is stated below:

"To ensure that users' reasonable expectations for consistency are taken into account, the approach of other local and strategic highway and transport authorities, especially those with integrated or adjoining networks, should be considered when developing highway infrastructure maintenance policies."

This Road Safety Inspection and Repair Manual has been developed in partnership with the roads authorities associated through SCOTS to focus on safety inspections and categorisations, and is now being made available for all Scottish roads authorities to consider adopting for their network.

Officers across all Scottish Local Authorities recognise that Councils are currently faced with delivering services within an environment of increasing fiscal austerity and are aware of the benefits that can be achieved by adopting a common approach which follows the principles of 'Well-Managed Highway Infrastructure'.

Adoption of this strategy will provide a consistent methodology for the management of the road network, while focusing on delivering a proactive programme of permanent repairs. It is intended that its implementation will also allow performance to be monitored and reviewed, implementing any necessary improvements identified through its use.

### 1.1 Legislative Requirements

The Roads (Scotland) Act 1984 Section 1, states that "...a local roads authority shall manage and maintain all such roads in their area as are for the time being entered in a list (in this Act referred to as their "list of public roads") prepared and kept by them under this section."

## 1.2 This Document

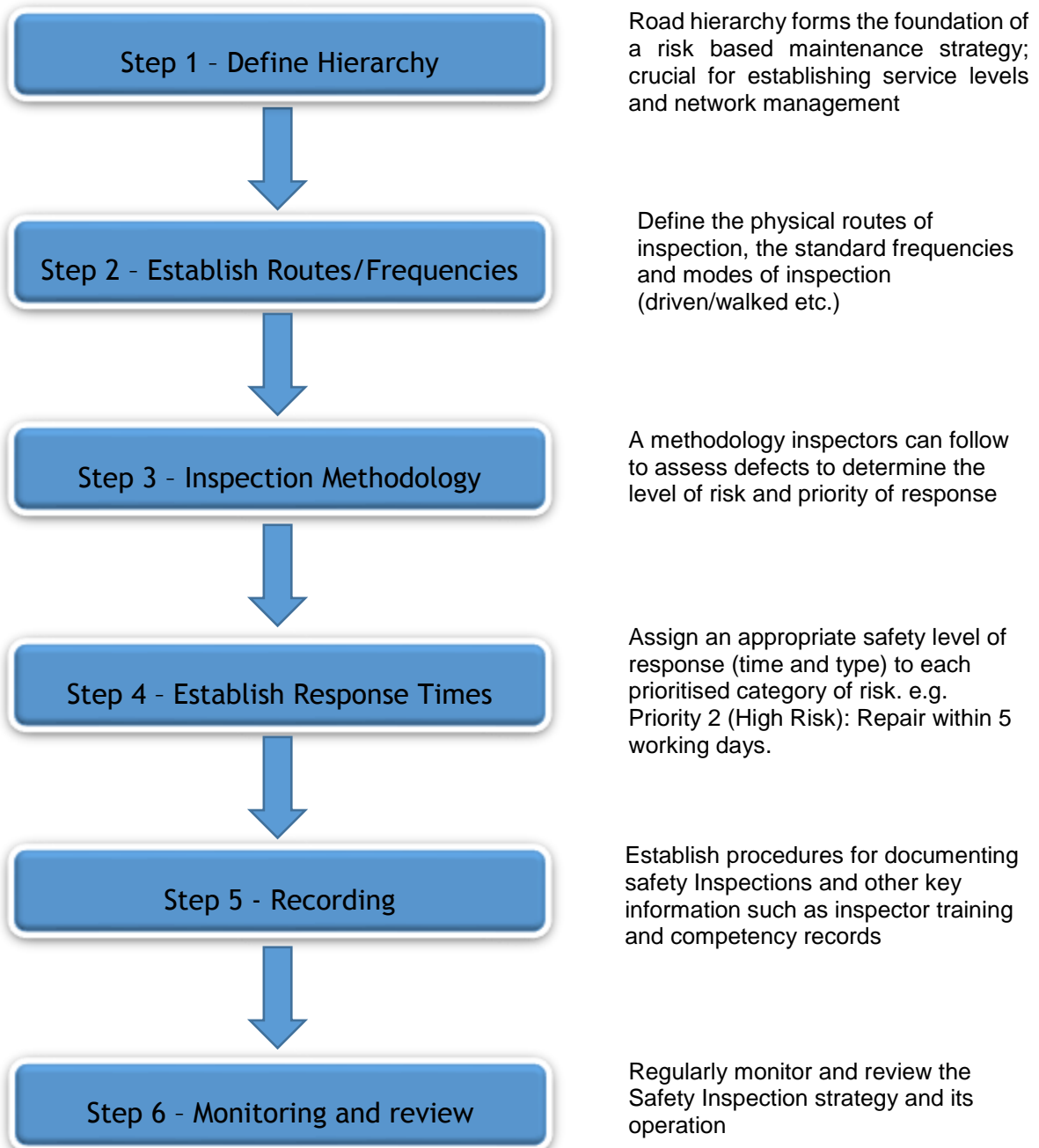
This Road Safety Inspection and Repair Manual contains guidance to assist road authorities in managing safety inspections on public roads on the roads authority network including the nature and priority of response to defects encountered.

SCOTS formed a focus group to develop this Risk Based Approach documentation. The rationale for producing it and the approach taken to key content is contained in the following document held within the SCOTS Road Asset Management Knowledge Hub (Khub):  
[‘SCOTS Rationale for Risk Based Approach to RAM Guidance.doc’](#)

The Training, Competency and Experience of all persons involved in developing the SCOTS risk based approach guidance documentation is also detailed in the rationale document.

## 2.0 Overview

The safety inspection process requires several key components to ensure compliance with the recommended risk based approach which are detailed overleaf:



### 3.0 Hierarchy

The *Code of Practice (2016)* indicates that forming an established road hierarchy is the foundation of a risk based maintenance strategy and is crucial for establishing service levels and network management.

Guidance for Glasgow’s carriageway, footway and cycleway categories is based on the descriptions within the *Code of Practice (2016)* which is replicated in the tables below:

#### Carriageways

Table 1 below provides descriptions for carriageway categories based on those in ‘Well-Managed Highway Infrastructure: A Code of Practice’.

**Table 1 Carriageway Hierarchy**

Category	Hierarchy	Description
1	Strategic Route	Routes for fast moving long distance traffic with little frontage access or pedestrian traffic. Speed limits generally in excess of 40mph with few junctions. Parked vehicles are generally not encountered out with urban areas.
2	Main Distributor	Routes between strategic routes and linking urban centres to the strategic network with limited frontage access. In urban areas speed limits are usually 40mph or less.
3	Secondary Distributor	In residential and other built up areas these roads have 20 or 30 mph speed limits and very high levels of pedestrian activity with some crossing facilities including zebra crossings. On- street parking is generally unrestricted except for safety reasons. In rural areas these roads link the larger villages, bus routes and HGV generators to the Strategic and Main Distributor Network.
4	Link Road	In urban areas these are residential or industrial interconnecting roads with 20 or 30 mph speed limits, random pedestrian movements and uncontrolled parking. In rural areas these roads link the smaller villages to the distributor roads. They are of varying width and not always capable of carrying two-way traffic.
5	Local Access Road	In rural areas these roads serve small settlements and provide access to individual properties and land. They are often only single lane width and unsuitable for HGVs. In urban areas they are often residential loop roads or cul-de-sacs.
6	Minor Road	Locally defined roads.

**Footways**

Table 2 below is based on the recommendations of the *Code of Practice (2016)* and should be used as a starting point when allocating a footway / footpath to a particular category.

The following should also be taken into consideration:

- pedestrian volume,
- designation as a traffic sensitive pedestrian route,
- current usage and proposed usage,
- contribution to the quality of public space and streetscene,
- age and distribution of the population, proximity of schools or other establishments attracting higher than normal numbers or specific groups of pedestrians,
- accidents and other risk assessments and
- character and traffic use of adjoining carriageway.

**Table 2                      Footway Hierarchy**

Category	Category Name	Description
1	Prestige Walking Zones	Very busy areas of town centres with high public space and Streetscene contribution.
2	Primary Walking Routes	Busy urban shopping and business areas and main pedestrian routes, including links to significant public transport locations.
3	Secondary Walking Routes	Medium usage routes through local areas feeding into primary routes, local shopping centres etc.
4	Link Footways / Footpaths	Linking local access footways through urban areas and busy rural footways.
5	Local Access Footways / Footpaths	Footways associated with low usage, short estate roads to the main routes and cul-de-sacs.
6	Minor Footways	Little used footways serving very limited numbers of properties.

## Cycle Routes

Cycle routes are categorised by location and a proposed hierarchy is shown in Table 3 below.

**Table 3**                    **Cycle Route Hierarchy**

Category	Description
1	Cycle lane forming part of the carriageway, commonly a strip adjacent to the nearside kerb. Cycle gaps at road closure point (no entry to traffic, but allowing cycle access).
2	Cycle track - a designated route for cyclists not contiguous with the public footway or carriageway. Shared cycle/pedestrian paths, either segregated by a white line or other physical segregation, or un-segregated.
3	Cycle trails, leisure routes through open spaces, remote from carriageway or footway / path where on the list of public roads.

### 3.1 Road Network Assessment

It is important that the road network categorisation reflects the needs, priorities and actual use of the network and infrastructure assets.

SCOTS recommends that roads authorities use a focus group of local expert stakeholders, who have been assessed as appropriately experienced and competent, to assist with review of the road network against the hierarchy categories.

Built on top of this foundation hierarchy, the focus group considers the National Street Gazetteer (NSG) and related information such as traffic sensitivity, special engineering difficulties, etc.

Consideration should also be given to additional information relevant for each asset functional hierarchy; example data that can be utilised is:

- Traffic levels (e.g. vehicles, vehicle types, footfall, cyclists, etc)
- Environment (Urban or Rural)
- Major shopping areas
- Industrial estates/Business Parks
- Transportation hubs & depots (e.g. Bus/train stations, Bus/train depots, airports, ports, etc)
- Military bases
- Emergency Service stations
- User type (e.g. vulnerable users)
- Claims
- Defects
- Customer Service Requests
- Flooding

The above list is not exhaustive and are examples only; road authorities must consider their local needs, requirements and priorities.

The competency of those involved in establishing network categories and the discussion and reasons for key decisions **must** be documented. This information can be recorded within this strategy document, or as an appendix, or elsewhere (if so, cross reference the document).

### **3.2 Review of Road Network Categories**

Road networks are dynamic, therefore network categories should be regularly reviewed, considering any changes in the network as it evolves, to ensure that assigned categories remain relevant.

As recommended in *The Code of Practice (2016)*, network hierarchies will be reviewed to ensure they are dynamic and to reflect changes in network characteristics and functionality.

An annual review will be undertaken for any major changes within the network, such as a major new development, decommissioning of a site or change to functionality of a location (e.g. industrial estate that is being redeveloped into residential properties).

Additionally, a more detailed review of functional hierarchies will be undertaken every 3 years.

Review of the road network against the hierarchy categories is undertaken by appropriately experienced and competent members of the Roads Services Team.

### **3.3 Continuity of Safety and Serviceability with Neighbouring Authorities**

The adoption of the WMHI code of practice hierarchy and common SCOTS safety inspection methodology should, while allowing for management of hierarchies with regard to local circumstances, enable a high degree of continuity of safety and serviceability across neighbouring authorities.

### **3.4 Routine Inspection Frequencies**

Glasgow City Council is adopting the 'Well-Managed Highway Infrastructure: A Code of Practice' Frequencies for safety inspections as follows:

Frequencies for Road Safety Inspections are detailed overleaf:

**Table 5 Frequency of Inspection – Carriageways**

Category	Hierarchy Description	Frequency
1	Strategic Route	Monthly
2	Main Distributor	Monthly
3	Secondary Distributor	Monthly
4	Link Road	Quarterly
5	Local Access Road	Annually
6	Minor Road	Annually

**Table 6 Frequency of Inspection – Footways & Footpaths**

Category	Category Name	Frequency
1	Prestige Walking Zones	Monthly
2	Primary Walking Routes	Monthly
3	Secondary Walking Routes	Quarterly
4	Link Footways / Footpaths	Six Monthly
5	Local Access Footways / Footpaths	Annually
6	Minor Footways	Annually

**Table 7 Frequency of Inspections – Cycleways**

Category	Frequency
1	As for adjacent road
2	Six Monthly
3	Annually

The frequency of inspections contained within Tables 5 to 7 above represents guidance as a starting point.

In accordance with the *Code of Practice*, where appropriate, a risk assessment taking into account the below considerations will be contemplated where there are any deviations proposed for individual sections of the road network: -

- The hierarchy of the network
- Type of asset
- Critical Assets
- Consequence of Failure
- Use, characteristics and trends
- Incident and inspection history
- Characteristics of adjoining network elements
- The approach of adjoining Highway Authorities
- Wider policy and operational considerations

### 3.5 Safety Inspection Routes

Safety inspection routes are determined through a manual process to build an annual programme of safety inspection routes. The development of the routes are based on the following considerations;

- Road Network Hierarchy
- Required frequencies
- lengths in which a safety inspector can drive/walk per day
- Whether Routes are walked/driven

### 3.6 Inspection Tolerances

All road safety inspections will be carried out to the SCOTS recommended frequencies detailed in the following tables and should be completed within the tolerances shown in Table 4, as follows:

**Table 4** Inspection Tolerances

Frequency of Inspection	Inspection Tolerances
Monthly	± 5 working days of the Due Date
Quarterly	± 10 working days of the Due Date
Six Monthly	± 15 working days of the Due Date
Annual	± 20 working days of the Due Date

#### Definition of above terms

- **Frequency of Inspection - Monthly** indicates that twelve regular spaced inspections will be carried out per year.
- **Frequency of Inspection - Quarterly** indicates that four regular spaced inspections will be carried out per year.
- **Frequency of Inspection - Six Monthly** indicates that two regular spaced inspections will be carried out per year.
- **Frequency of Inspection - Annual** indicates that one regular spaced inspection will be carried out per year.
- **Due Date** is the programmed date of an inspection.

### 3.7 Staff Contingencies and Alterations to Inspection Programme

- Due to the nature of the weather in Scotland it is probable that the road surface will be wet with some elements of standing or running water whilst an inspection is in progress. However if the quantity of water is excessive or across the full width of the carriageway then the inspection should be abandoned and an entry should be made to document the circumstances.
- If an inspection Due Date falls during an extended period of absence e.g. inspector holiday or illness, then where resources permit, the inspection must be allocated to another suitably experienced member of staff who has the capacity to undertake the inspection.

- If and for reasons beyond the control of the roads authority (e.g. substantial snow fall), any inspection cannot be carried out in compliance with Table 4 the roads authority will decide on the viability of a safety survey being undertaken, taking into account the availability of staff and the prevailing weather conditions.
- As soon as reasonably practicable following the above events a deferred programmed safety inspection should be carried out on the affected length of road.
  - Where a monthly inspection is more than 2 weeks late due then the programmed inspection will be missed and the cycle resumed at the next due inspection date.
  - Where substantial unavoidable delays are incurred to other inspection frequencies the manager may assess the impact and adjust the programme.
  - Records of any change decisions and reasons for them.

## 4.0 Inspection Methodology

### 4.1 Road Safety Inspections

Road Safety Inspections are designed to identify defects likely to cause a hazard or serious inconvenience to users of the network or the wider community. Such defects include those that require urgent attention as well as those where the locations and sizes are such that longer periods of response are appropriate.

### 4.2 Planned Cyclic Safety Inspections

The Safety Inspection regime forms a key aspect of the road authority's strategy for managing liability and risk. Planned, cyclic safety inspections are carried out to identify defects which are hazardous (to any user of the road including drivers, pedestrians, equestrians and cyclists) so that an effective repair can be carried out within a predetermined response time.

The specified frequency of these inspections is dependent upon the hierarchy category of each section of road but may be varied after a documented risk assessment.

During safety inspections, observed defects that provide any foreseeable degree of risk to users will be recorded and processed for repair as appropriate following the methodology detailed in the 'Defect Risk Assessment' section of this document. The degree of deficiency in the road elements will be crucial in determining the nature and speed of response. Judgement will always need to take account of particular circumstances. For example, the degree of risk from a pothole depends upon not only its depth but also its surface area, location within the road network and usage of the road or footway.

The objectives of safety inspection activity are to:

- Minimise the risk of injury and disruption to road users as far as is reasonably practicable,
- Provide a regular, structured inspection of the public road network, within available resources,
- Deliver a consistent, reliable response to identified defects, within available resources,
- Maintain accurate and comprehensive records of inspections and response and

### 4.3 Items for Inspection

The following are examples of the types of defect which, when identified, should be assessed and an instruction for repair issued with an appropriate response time specified. The list identified below is not exhaustive.

#### Carriageways

- Surface defects
- Abrupt level differences in running surface
- Edge deterioration of the running surface
- Excessive standing water, water discharging onto and / or flowing across the road
- Blocked gullies and obstructed drainage channels or grips which could lead to ponding or flooding
- Debris and/or spillages likely to be a hazard
- Missing road studs
- Badly worn Stop, Give Way, double continuous white line or markings associated with TRO's
- Missing or significantly damaged covers

#### Footways, Footpaths and Cycleways

- Surface defects
- Excessive standing water and water discharging onto and or flowing across the foot/cycleway
- Dangerous rocking paving slabs
- Large cracks or gaps between paving slabs
- Missing or significantly damaged covers
- Debris and / or spillages likely to be a hazard
- Damaged kerbs

#### Street Furniture

- Damaged vehicle restraint systems, parapets, handrails or guardrails
- Damaged boundary fence where animals or children could gain access
- Damaged or missing signs, such as Give Way, Stop, Speed Limit

#### Road Lighting

- Damaged column, cabinet, control pillar, wall mounting
- Exposed, live electrical equipment

#### Others

- Overhead wires in dangerous condition
- Sight-lines obstructed by trees and other vegetation,

- Trees in a dangerous condition
- Earth slips where debris has encroached or is likely to encroach the road or causing the road to fall away
- Rocks or rock faces constituting a hazard to road users
- Damaged road structures

## 5.0 Risk Management Process

Inspectors undertaking safety inspections or responding to reported incidents require to use judgement in determining likelihood and consequences of the observed or reported defects. This approach is consistent with 'Well-Managed Highway Infrastructure: A Code of Practice (2016)' recommendation that roads authorities adopt a system of defect risk assessment for determining the response categories to road defects. However, it represents a step change in the way that defects are assessed. Taking a risk based approach, as per the above code of practice, means that there are NO prescriptive investigation or intervention levels to apply. The rationale for removing these is that the same defect will represent a different level of risk in a different context. In the past this has led to inappropriate and often unnecessary, costly, temporary repairs. Instead, by using a risk based approach, councils can reduce such reactive interventions and target more of their scarce resources towards programmed work that in the longer term will lead to an overall improvement of road condition.

So while not providing any minimum or default standards, the code of practice does support the development of local levels of service in accordance with local needs, priorities and affordability.

There is a requirement for the inspector to utilise experience and knowledge during the inspections to assess the road characteristics, such as giving consideration to environment (speed limit, width, rural/urban, road hierarchy, visibility, bend, hill - incline/decline, road camber/crossfall, etc.), relevant road user types (pedestrians, cyclists, horse riders, cars, LGV's, HGV's, PSV's, etc.), traffic volumes, maintenance history, historical incidents/claims/complaints (e.g. experience/knowledge of similar hazards being a contributory factor to incidents/claims within the authority or a neighbouring authority), demographics and key local amenities (proximity to doctors surgery, hospitals, shopping areas, schools, etc.).

### 5.1 Establishing Context

Establishing context requires the inspector to utilise experience and knowledge during the inspections to assess the road characteristics, such as giving consideration to environment (speed limit, width, rural/urban, road hierarchy, visibility, bend, hill - incline/decline, road camber/crossfall, etc.), relevant road user types (pedestrians, cyclists, horse riders, cars, LGV's, HGV's, PSV's, etc.), traffic volumes, maintenance history, historical incidents/claims/complaints (e.g. experience/knowledge of similar hazards being a contributory factor to incidents/claims within the authority or a neighbouring authority), demographics and key local amenities (proximity to doctors surgery, hospitals, shopping areas, schools, etc.).

### 3.5 Risk Assessment

Taking the context into consideration, Risk Assessment is a three step process:

#### 1. Hazard Identification

An inspection item for which the inspector identifies road asset defects which may pose a risk to road users i.e. lead to a negative consequence. The types of asset to be inspected and the potential associated hazards from defects are detailed in the SCOTS Inspectors Operations Manual.

#### 2. Risk Analysis

All risks identified through this process must be evaluated in terms of their significance which means assessing the likelihood of encountering the hazard and the most probable (not worst possible) consequence should this occur.

The procedure is designed to mitigate 'worst scenario' thinking and ensure an objective assessment is carried out. It is important therefore that the analysis is carried out in

this defined step sequence to determine the appropriate level of risk and corresponding priority response.

**Risk Likelihood**

The risk likelihood is assessed with regard to how many users are likely to pass by or over the defect, consequently the network hierarchy and defect location are important considerations in the assessment.

The likelihood of encountering a hazard, within the established context, will be quantified on a scale of Remote to Almost Certain as follows:

**Table 8 Risk Likelihood**

Likelihood/ Probability	Likelihood Description	
<b>Almost Certain</b>	Will undoubtedly happen	Daily
<b>Likely</b>	Will probably happen, but not a persistent issue	Monthly
<b>Possible</b>	May happen occasionally	Annually
<b>Unlikely</b>	Not expected to happen	10 Years
<b>Remote</b>	Improbable	20 years

**Risk Consequence**

The risk consequence is assessed by considering the most probable (NOT worst possible) outcome (impact) should the risk occur and will be quantified on a scale of Negligible to Catastrophic as follows:

**Table 9 Consequence (Impact/Severity) Score**

Consequence (Impact/Severity)	Description			
	Impact on Service Objectives	Financial Impact	Impact on people	Impact on Reputation
<b>Catastrophic</b>	Unable to function, inability to fulfil obligations	Severe financial loss	Death	Highly damaging, severe loss of public confidence
<b>Major</b>	Significant impact on services provision	Major financial loss	Extensive injury, major permanent harm	Major adverse publicity, major loss of confidence
<b>Moderate</b>	Service objectives partially achievable	Significant financial loss	Medical treatment required, semi-permanent harm up to 1 year	Some adverse publicity, legal implications
<b>Minor</b>	Minor impact on service objectives	Moderate financial loss	First aid treatment, non-permanent harm up to 1 month	Some public embarrassment, no damage to reputation
<b>Negligible</b>	Minimal impact, no service disruption	Minimal financial loss	No obvious harm/injury	No interest to the press, internal only

**3. Risk Evaluation**

The risk factor for a particular risk is the product of the risk impact and risk. It is this factor that identifies the overall seriousness of the risk and consequently therefore the appropriateness of the speed of response to remedy the defect. Accordingly, the priority response time for dealing with a defect can be determined by correlation with the risk factor as shown in the risk matrix, table 10:

**Table 10 Risk Matrix**

Consequence	Negligible	Minor	Moderate	Major	Catastrophic
Likelihood					
Remote	No Response	No Response	No Response	No Response	Priority 3
Unlikely	No Response	No Response	Priority 4	Priority 4	Priority 3
Possible	No Response	Priority 4	Priority 4	Priority 3	Priority 2
Likely	No Response	Priority 4	Priority 3	Priority 2	Priority 1
Almost Certain	No Response	Priority 3	Priority 2	Priority 1	Priority 1

**5.2 Risk Management Response**

Having identified a particular risk, assessed the likelihood of it occurring and most probable consequence (impact/severity) and thus calculated the risk factor, the appropriate response is identified in the form of a risk management (response) matrix, Table 11.

**Table 11 Risk Management Matrix**

Risk Category	Priority Response
Critical Risk	Priority 1 response
High Risk	Priority 2 response
Medium Risk	Priority 3 response
Low Risk	Priority 4 response
Negligible Risk	No response

### 5.3 Intersections and Multiple Road Users Types

The hazard context considers the location and the types of road users which could be impacted by the defect. Inspectors must consider the different impacts and consequences for each road user type (e.g. pedestrians, cyclists, vehicle drivers, etc.) and at intersections, consider the hierarchy of each route. Inspectors must therefore assess the likelihood and consequence for each road user type and/or route hierarchy. The priority of the response is based on the highest priority determined from the risk matrix (Table 10).

### 5.4 Defects That Are Not the Responsibility of the Council

During an inspection, defects may be identified which are not the responsibility of the Council to repair. The Council does however have a duty of care to the users of the road. Therefore the defect must be recorded and the party responsible for the repair must be made aware of the defect. If the defect is identified as a Priority 1 defect, it should be made safe either by signing and coning or by a temporary repair.

### 5.5 Statutory Undertakers' Defective Apparatus

Where defective apparatus belonging to undertakers is identified, the defect must be recorded and the utility contacted in accordance with the *New Roads and Street Works Act 1991 – Code of Practice for Inspections*.

### 5.6 Defects That are the Responsibility Of Other Third Parties

Where the defect is the responsibility of another party who is not a Statutory Undertaker, for example an adjacent landowner, the defect should be recorded and the landowner contacted with a request to carry out the necessary remedial works within an appropriate period of time. A number of scenarios may arise from an inspection, which are covered by provisions contained within the Roads (Scotland) Act 1984, for which it may be appropriate to inform the party responsible for the defect / hazard of their responsibilities under the Act.

Some selected examples of the above are;

- a. Prevention of danger to road users from nearby vegetation and fences etc. or from retaining walls being inadequate (Section 91)
- b. Deposit of mud from vehicles on road (Section 95)
- c. Control of flow of water etc. onto roads (Section 99)

A number of these provisions within the Act allow the roads authority to carry out remedial works to address the defect/hazard either immediately or after a suitable period of notice, and further may give powers to recover any expenses reasonably incurred in doing so.

Any decision to undertake such remedial work should not be done without the agreement of a suitably responsible person, and in the first instance constructive discussion with the responsible party, in order to resolve the issue, is the preferred option.

## **5.7 Inspection Records and Recording**

Routine Inspection instructions and records arising from inspections are held electronically, allowing records to be used for reference at later dates.

All information obtained from safety inspections, together with the nature of response, shall be recorded consistently. The data obtained shall be able to be reviewed independently and in conjunction with other survey information. It shall be stored electronically in the council's Roads Management System (RMS).

All inspection records shall include the date, time and the name of the person conducting the inspection, as well as the method that the inspection was carried out (i.e. Walked or Driven).

Neighbourhood and Sustainability Services is in the process of introducing a new digital asset management system across the department over the next couple of years. In the interim our current systems will require to be updated to reflect new response time categories and ensure there is effective management control. During the transition period a phased implementation plan will be drawn up to ensure compliance with this policy. The new response times will apply, however manual processes will be used to manage the safety defect repair processes. The response time stated on the existing system generated work instruction may not match the actual applicable response time. This will only be resolved following the full implementation of the new digital asset management system.

## 6.0 Priority Response Times

### 6.1 Safety Levels

The appropriate response to a particular risk is identified in the form of a risk management response. 'Safe' levels of target response times to a particular defect category have been developed through guidance by SCOTS recommendations to safety level response times and through recommendations of the *Code of Practice (2016)* by implementing a risk based approach. This will also provide consistency with neighbouring Authorities.

The Road Safety Inspection methodology allows Councils to demonstrate that legal responsibilities with regard to the inspection and maintenance of adopted roads are fulfilled. While the number of claims made against the Council may not necessarily be reduced, through the implementation of this risk based policy, the Council will be better placed to defend them.

The proposed safe level of response times for each defect category are shown in the Table below:

**Table 12 - Safety Levels - Defect Categorisation and Response Times**

Defect Category	Priority 1	Priority 2	Priority 3	Priority 4	NR
Standard Response Time	24 Hours	5 Working Days	60 Working Days	Programmed work	No Action required

#### **Priority 1: Make Safe within 24 Hours**

Priority 1 represents a critical risk to road users and should be corrected or made safe at the time of inspection. In this context, making safe may constitute displaying warning signs and / or coning off to protect the public from the defect. Where there is a priority 1 risk that poses immediate danger and requires emergency attention, it should not be left unattended until made safe or, a temporary or permanent repair has been carried out. In this instance the defect will be attended to as a matter of urgency.

When a priority 1 defect is identified within a larger group / area of defects, only that particular element shall be treated as a priority 1 defect. The remaining defects shall be categorised accordingly.

#### **Priority 2: Repair within 5 Working Days.**

Such defects may have safety implications, although of a lesser significance than priority 1 defects, but are more likely to have serviceability or sustainability implications.

The 5 day response time allows a more proactive approach to be adopted for those defects that represent a high risk to road users or because there is a risk of short-term structural deterioration.

#### **Priority 3: Action within 60 Working Days.**

Defects that require attention although they represent a medium risk to road users. The 60 day response time allows defects of this nature to be included in medium term planned programmes of work, allowing more time for better planning and as well as building flexibility into our planned programmes. This will assist in compliance with the Scottish Road Works Register regulations for notification of works being carried out on the road network.

**Priority 4: Consider for Planned Works Programme**

The defect is considered to be of low risk; no immediate response is required. Defects in priority 4 are not classed as safety defects and are collected to assist the development and prioritisation of Planned Maintenance Works Programmes.

**NR: NO Action Required**

The defect is not classed as a safety defect, is considered to be of negligible risk and therefore no intervention is required and monitoring will continue as per the inspection regime.

## **7.0 Meeting Target Response Times**

It may not be possible, particularly at certain times of year, to meet target response times, due to pressure on resources. This could, but not exclusively, be due to the high number of defects that can arise in a short period of time after periods of adverse weather, such as prolonged spells of heavy rain or snow, or freeze / thaw conditions. Prolonged periods of adverse weather may also prevent remedial measures being carried out. In these instance a response will be undertaken as soon as reasonably practicable once resources become available.

## **8.0 Performance**

Glasgow City Council has a regime in place for conducting and recording regular monitoring of safety inspections. This includes;

- Whether inspections are being carried out by due dates
- Comparison of inspection results by different inspectors (e.g. are there any patterns of high or low category results?)
- Are inspection recording procedures being followed

Random check inspections will be routinely undertaken by competent Roads Inspectors, Technicians or Engineers with details recorded and will assist in ensuring consistency with categorisation of inspections and highlight any training requirements.

The performance of the safety inspection regime is monitored using appropriate indicators which are benchmarked against similar authorities through the SCOTS/APSE benchmarking programme.

## 9.0 Inspector Competency

For the purpose of this document, the term 'Inspector' is defined as 'a person who the road authority has assessed and certified as competent to identify and undertake a risk assessment of a road asset defect and if required, determine the risk treatment'. Therefore, within this document, 'inspector' is not utilised exclusively for a person who mainly completes the routine road asset safety inspections, but can include technicians, engineers or other staff within the authority who have been assessed by the authority to achieve the authority's required level of competency.

### 9.1 Training

Appropriate experience and/or training is needed to ensure that personnel responsible for managing and carrying out safety inspections understand the reasons and importance of these inspections. These reasons include public safety and the council's need to defend liability claims.

Personnel assigned to undertake safety inspections will be given in-house training on the Safety Inspection Regime. The training will be provided by the safety inspection manager/supervisor to achieve consistency in the identification of safety defects and the prioritisation of defect repairs in accordance with the guidance set out in this policy. In-house training has been developed with the SCOTS *Risk-Based Approach to Safety Defect Inspections Training and Assessment* provision for this purpose and will require inspectors to achieve a pass grade on the course assessment to demonstrate competency.

Training and competency records are held electronically and are reviewed for completeness and to compile inspector a programme of re-assessment dates for inspectors so that they meet the minimum competency requirements.

### 9.2 Training Plans

Courts accept that there may be circumstances where an inspector is new to the role and will have to build up their experience, training and competency. In such cases, or where an existing inspector does not meet the required standard, The Safety Inspector Supervisor or competent Engineer shall work with the inspector to develop, document and implement a Training Plan to assist them to meet the necessary level of competency.

The Training Plan is evidence that Glasgow City Council is supporting the inspector, assisting them to achieve the level of competency required and ensuring consistency across the authority's inspectors.

Training Plans are simple, clear and concise; containing, but not limited to, information such as:

- Training (e.g. undertake a course, shadowing another inspector, audit of inspections by colleague, etc.)
- Expected Completion Date
- Review Date
- Review comments

Upon completion of the plan, it is signed and dated as complete by a competent person.

Review of inspector training plans are conducted at regular intervals to ensure the plan is progressing as anticipated, to sign off key areas completed and to amend the plan, if required.

Records of the reviews and any actions are maintained and held against the inspector's "Training and Competency" record.

### **9.3 Training and Competency Records**

Glasgow City Council maintain "Training and Competency" records and these are regularly reviewed for completeness and to identify when inspector re-assessment is due to ensure that they continue to meet the minimum competency requirements.

Inspector training and competency records will be maintained and reviewed annually] for completeness and to identify when inspector re-assessment is due to ensure that they continue to meet the minimum competency requirements.

The Training and competency records are held electronically within the Council's Electronic Document Management System (EDRMS).