

Kirklees Highways Service Guide

March 2023

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Introduction

Kirklees Council's Highways team is responsible for keeping your roads and pavements safe. We manage over 1900km of roads, as well as highways structures, streetlights, pedestrian crossings, highway drainage, traffic lights and signs. The team work tirelessly to maintain our network, working closely with our partner organisations to achieve the best for Kirklees.

Our teams are responsible for resurfacing and potholes, gritting in winter, and gully clearing all year round. We are also responsible for setting highway strategy and policy TRO's and statutory notices and processes.

This guide provides an oversight of the overall highways service and gives a flavor of the work we do to maintain our roads and structures, as well as how we work with our partners and what areas of our network, they are responsible for. This guide gives an insight into each area of work we cover as a team and how problems can be reported if they were to occur, through our online portals or elected member enquiry services.



Mark Scarr
Head of Highways



Highways Maintenance

This guide provides a general overview of the services and functions delivered by Kirklees Council's Highways Team. It also highlights how to report highways issues to the team.

The Highways Service are responsible for:

- Highways Network
- Highways Maintenance
- Drainage
- Street Lighting
- Traffic and Road Safety
- Transport Planning
- Winter Services
- Bridges, Culverts, Subways

Across Kirklees there are:



approximately

1900km

of carriageways

2333km

of footways

(including cycle ways)

Maintaining our Highways

Programmes of work are prioritised based on need, risk, hierarchy (based on WYCA hierarchy guidance). This is required by DfT in line with the Code of Practice for Well Maintained Highway Infrastructure alongside available budgets and resource. Works fall into two categories: proactive and reactive.

Click here to access our [Highways Asset Management Plan](#)

Proactive Works

The team regularly undertakes scheduled work and safety inspections of roads, footways and footpaths (including rights of way), keeping users safe and where possible, to prolong the life of the network. These inspections and condition surveys feed into maintenance and resurfacing forward planned maintenance programmes.



Reactive Works

As the condition of roads and footways deteriorate, and defects occur that we consider require repair at the time, reactive repairs must be undertaken to ensure the network remains safe to users.

This includes:

- Potholes
- Raised paving flags

Processes:

- Defects reported
- Site inspection and a visual risk assessment takes place
- Decision made on whether reactive repairs are required

A repair is deemed reactive or proactive based on national guidance from the Well Maintained Highways Code of Practice 2016 which works in accordance with the [Kirklees Safety Inspection Manual](#).

Routine Highway Maintenance

Highways Service have a statutory duty under Section 41 of the Highways Act 1980 to maintain the fabric of the Highway Network maintained at public expense.

The extent of the highway network maintained at public expense is recorded by the Highways Registry team in accordance with Section 36 of the Highways Act 1980. These roads and pavement are often referred to as "adopted highway".

Not all roads, pavements or alleyways are maintained by Highways Service at public expense and you can view more information about the adopted highway network by clicking on our [road adoption page](#).

The legal obligation placed upon Highways Service by Section 41 of the Highways Act 1980 does not extend to maintenance to the degree that the highway network is without defects at all locations, at all times, as this would be unsupportable from public funds. Additionally there is no legal obligation upon Highways Service to provide a network that is free from all irregularities or difference in level to the standard of a bowling green.

To comply with our statutory duty Highways Service operates a pro-active system of inspection and maintenance, which satisfies our obligations. We have based our highway safety regime on the Well Managed Highways Infrastructure Code of Practice 2016 and we adopt a "Risk Based Approach" to routine highway maintenance.

Scheduled highway safety inspections are undertaken on a monthly, three monthly, six monthly or twelve monthly basis and some locations such as Public Rights of Way, Bridleways and Byways are inspected upon receipt of service requests or complaints from users.

The purpose of these inspections is to identify any defect(s) which is deemed a danger to any user of the highway. Any defects that are noted are programmed for repair.

As a service we assess each defect identified for repair by performing a visual risk assessment and we then decide depending on a number of factors how long we should take to repair the defect, we undertake routine highway maintenance repairs on a timescale of;

- Within 24 hours – Category 1 defects
- Within 7 days – Category 2 defects
- Within 28 days – Category 3 defects

You can view more information and a copy of our [Highway Safety Inspection Manual 2018](#).

Our highway asset maintenance technicians aim to investigate all reported defects or potential areas of concern within 10 working days. This is to allow the concerns to be logged to generate a Highways Service Request and for us then to undertake a site inspection, undertake any investigations or risk assessment and provide an informative response.

We would encourage residents to report any defects or potential areas of concern using the online reporting facilities on the Kirklees Website or by contacting Kirklees Direct.



Potholes & Resurfacing

About potholes

Potholes are created by water seeping into cracks in road surfaces, and then soaked up by the roadbed which sits under the surface. This can become worse when moving traffic pushes water through already saturated roadbeds causing it to weaken. Parts of the asphalt may then begin to sink into the eroded parts underneath. As vehicles continue to pass over this weakened area, parts of the asphalt become loose and a pothole is formed.

Additionally water will expand during winter months when road surface temperatures are regularly below zero and it freezes to form ice, this expansion will cause these defects to expand. Once this ice thaws/melts the support to the carriageway surface is reduced and the combination of these actions will quickly exacerbate any defects.

You can [report a road or pavement](#) on our website and read more on how we resurface them.



Roadworks & Street Works

In general work on the highway is carried out by teams on behalf of the council to improve, maintain or repair roads, footways and footpaths (these works are known as 'roadworks' or 'works for road purposes') or by utility companies working to provide, maintain or repair water, gas, electricity or telecoms supplies (these are known, as 'street works').

Roadworks and street works are controlled by national legislation, mainly the New Roads and Street Act 1991 (NRSWA). NRSWA includes guidance about the standards for the signing and guarding of live sites, as well as for reinstating holes dug for the work.

Co-ordinating Works

We are responsible for co-ordinating roadworks and street works. We do this by using a permit scheme. When the council or a utility company wants to work on the highway, they send an application to our Highway Network Management & Co-ordination (HNMC) team. Permit applications are checked for date clashes or for opportunities for joint working. Permits can be granted, or we can ask for conditions to be added to applications to keep delay and disruption to a minimum. This could, for example, include asking for work to be done outside busy times or on less busy days.

While we can attach conditions to permits, we have to balance the need for works to be carried out with the needs of residents, businesses and road users, including public transport. We cannot permanently refuse a permit for work on the highway.

Inspecting Works

Inspectors from the HNMC team carry out inspections to check that live sites are correctly signed and guarded, and that traffic control such as temporary traffic lights are working properly. Inspectors also check that reinstatements comply with the national specification. We check a random sample of sites, including 10% of live sites and 20% of reinstatements, in accordance with NRSWA code of practice. In addition to random sample checks, our inspectors also inspect sites reported to us. Any defects are noted and reported to the organisation responsible for the site, and the responsible organisation must then fix the problem.

Organisations doing roadworks and street works are entirely responsible for their sites. They must have people on site who are trained and qualified in knowing about signing and guarding and reinstatement, and they must also have qualified supervisors. The council does not supervise utility street works.

Restrictions

When the council is going to carry out sizable roadworks such as resurfacing, we can place a restriction on further works in the street. This is to avoid newly surfaced roads from being dug up again soon after being finished. There are some types of work that can still be carried out under a restriction. These include emergency or urgent works, such as repairing water leaks, gas escapes or cable faults, or for work to provide a new customer supply.

Temporary Obstructions

Sometimes temporary obstructions such as builders' skips, scaffolding or hoarding need to be placed on the highway. The skip or scaffolding / hoarding company must apply to the council for permission. Applications are assessed and co-ordinated by the HNMC team.

Information

Information about current and planned roadworks, street works, road closures and diversions, and skip and scaffoldings can be seen [here](#).



Streetlighting

We manage over 57,000 streetlights, lit traffic signs, crossing lights (zebra crossings), and bollards.

Some of the main responsibilities covered by the street lighting team include:

- Repairing streetlights and lit traffic sign faults
- Designing and installing new and replacement streetlighting schemes
- Undertake electrical and structural testing of street lighting equipment to ensure it's safety
- Maintain an inventory of streetlights and illuminated signs
- Install and maintain Christmas and other festive illuminations
- Approve installation of items such as hanging baskets, banners and decorations

Streetlights

Lights can stop working due to faults, damage, or vandalism.

Faulty streetlights are prioritised and repaired as soon as possible depending on the severity of fault.

We investigate all issues reported to us for streetlights.

Urgent Faults

We aim to attend urgent faults within two hours or 24 hours of being reported depending on the severity of the fault.

Urgent faults include;

- Light casing hanging loose or damaged lantern
- Inspection cover or door missing and / or wires are exposed
- Damage or vandalism (e.g. unit has been involved in a road traffic collision and is damaged and / or wires are exposed)
- Section of Lights Fault - three or more lights out in a row
- Leaning (post or street lighting column is not vertical)

You can [report a streetlight](#) on our website.



Non-Urgent Faults

We aim to attend non-urgent faults within seven working days of being reported.

Non urgent faults include;

- Light isn't on when others on road are
- Flashing light or intermittently turning on / off
- Light on during daylight hours

Power to Streetlights

Most of our streetlights are powered by mains cables owned and under control of Northern Powergrid (NPG). It is NPG's responsibility to maintain power to streetlights and rectify any loss of mains supply due to a fault.

Repair of mains related faults are in line with Ofgem's guaranteed standards.

- 25 working days - non-emergency faults
- 35 working days - for connections on most reported items

Replacement Programme

We recently replaced most of our streetlights with LED's (Light Emitting Diodes). These lights are more energy efficient than the older lighting they replaced. LED lights have a much longer life than traditional lights (lanterns), requiring less maintenance visits, give off virtually no heat and contain no hazardous substances so they are much more environmentally friendly.

The anticipated energy savings of the LED roll out is between 60 - 80%.

You can read more about our [highways asset management plan](#) on our website.

Highway Public Realm



The term “public realm” is used to describe the public spaces that are open and accessible to everyone. This includes the pedestrianised areas, town centre roads, pavements and squares, as well as lighting, public seating, street furniture and trees.

The highway public realm team within Highways, is responsible for the design and implementation of the town centre regeneration schemes identified within The Huddersfield and Dewsbury Blueprints and for any other town centre public realm works for which funding is secured. These schemes will have a positive impact on

residents, businesses and visitors by improving accessibility to the town centres for pedestrians and cyclists in addition to creating vibrant public spaces within Huddersfield and Dewsbury.

Kirklees Council will lead on the delivery of all the highways town centre public realm schemes across Kirklees. The West Yorkshire Combined Authority will also be consulted on other matters such as environment, transportation, CCTV, refuse and parking etc to ensure its in line with the road network.

Highways Safety

Highway Safety is the collective term for 3 teams working cohesively to improve safe and sustainable travel on the highway network, prevent and reduce personal injury accidents and as a result casualties that happen on our roads.

Evidence led approach will be taken to comply with the statutory requirements of Section 39 of the 1988 Road Traffic Act. We will prioritise our capital spending on specific locations where there is a history of road users being killed or seriously injured and/or where minor injuries are occurring. By combining engineering, education and enforcement with partnership working we will make Kirklees’ roads, streets, towns, and villages feel safer and be safer.

All road users will be encouraged to maintain and improve their road safety behaviour, skills, and knowledge. The purpose is to curb driver behaviours that put others and themselves at risk such as distraction, impairment, and speeding, which are socially unacceptable.

Over the coming years we will work to embed a safe systems approach into all aspects of road safety and engage with partners, stakeholders, and the Kirklees community to help achieve The West Yorkshire Vision Zero objective of casualty prevention and the ambition that there will be no road fatalities or serious collisions in Kirklees and across West Yorkshire by 2040.



Road Safety Team

Do

- Safe and Active Travel to School
- School Crossing Patrols
- School Road Safety Training
- Road Safety Publicity
- Traffic Calming and Engineering
- New Safety Cameras
- New Pedestrian Crossings
- Speed Limits
- Permit Parking
- Disable Persons Parking Places
- Keep Clear Markings
- New Safety and Traffic Signs
- Speed Indicator Devices
- Lining

Don't

- Speed Enforcement - West Yorkshire Police
- Replacement of Signs - Streetlighting Team
- Street Name Plate Signs - street.naming@kirklees.gov.uk
- Parking Enforcement Including Pavement Parking - Parking services and West Yorkshire Police
- Issues on Un-Adopted Streets
- Overgrown Vegetation - Greenspace Action Team
- Creation of new off highway car parks - Parking Services
- Bikeability - Schools / School Games Organisers
- Adult Cycle Training - West Yorkshire Combined Authority
- Permissive Paths / Access for Schools - School and Education Services

School Crossing Patrol

The School Crossing Patrol service is a non-statutory and discretionary function; however, it is recognised that SCP's play a role in encouraging and supporting sustainable travel to school and promoting modal shift from the car to alternative methods of travel, therefore supporting healthier lifestyles. They can also contribute to the duty placed on schools for promoting sustainable travel.

Whilst predominately there to support safe and active travel to schools the remit of the patrols does include helping all pedestrians cross the road, regardless of whether they were travelling to and from school, or whether they were accompanying children.

Responsibility of a Child

It should be noted that, even where an SCP is provided, parents remain responsible for ensuring their children's safety, just as they do when a zebra crossing, or signal controlled crossing is provided. Some parents may believe the authority assumes responsibility for the safety of their children on their whole journey to and from school when it provides an SCP. This is a misconception that should be countered. The responsibility for ensuring the safety of children travelling to and from school is, and must remain, a parental one.



Highway Structures

Highway Walls

Retaining walls are an essential part of the highway, either supporting the highway or supporting land above the highway. They are constructed to maintain a difference in height between adjacent areas of ground or create a difference in height (see diagram below).

Majority of highway walls in our area are of dry stone construction and date from the industrial revolution in the 19th century.

In Kirklees there are approximately 400 kilometres (250 miles) of structural walls, that is, walls with a retained height of equal or greater than 1.35 metres high, which are maintained by the Highways Structures team.

Types of Walls

Burr walls: support the highway or a purpose-built embankment to support the highway

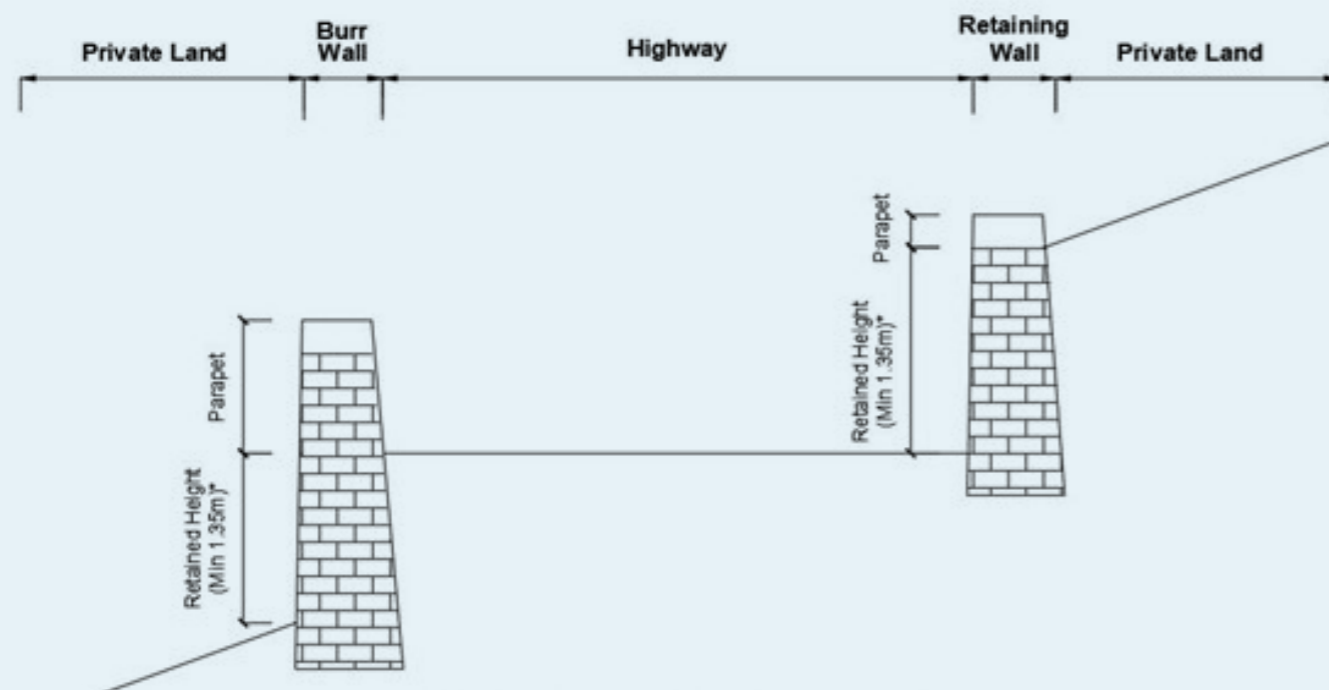
Retaining walls: support natural land adjacent to and above the level of the highway

Parapet walls: These walls surmount either type of above walls and bridges and act as edge protection.

Fence/Boundary Walls: Non-retaining private walls which form a boundary between the highway and private properties and as such do not perform a highway function.



Typical Highway Wall Arrangement



Maintenance Responsibility

If a wall was constructed by the highway authority as part of the creation of the highway itself, then the wall is maintainable by the highway authority at public expense. The exception to this is when a retaining burr wall is constructed as part of a development site with prior approval from the Highway Authority and when the authority receives a commuted sum in lieu of taking on the maintenance liability for the new retaining structure. In Kirklees, with the exception of specific circumstances, the Highway Authority would only adopt burr walls supporting the highway.

If a retaining/ burr wall has primarily been constructed for the protection or the benefit of adjoining land to provide a more secure or useable space and its subsequent function as a retaining structure post dates the establishment of the highway, then it is generally not considered to form part of the highway and as such becomes maintainable by the adjoining landowner.

Occasionally, if a retaining wall irrespective of its ownership is realigned and reconstructed to accommodate a highway improvement scheme by the highway authority, the maintenance responsibility of the new wall is deemed to rest with the Highway Authority, unless recorded otherwise.

The Council cannot accept maintenance liability for any unauthorised modification to a highway wall which either:

- Affects its loading or structural integrity
- Impedes access to it

In this scenario maintenance liability is considered to revert to adjacent landowner or successor in title.

There is no statutory obligation to rebuild collapsed highway walls unless their condition affects the safety of the highway and its users.

The Highways Structures Team should always be contacted to confirm maintenance liability or ownership for a structural wall.

Highway Bridges and Other Highway Structures

Bridges, culverts, subways, and footbridges (with a span/ internal diameter exceeding 0.9m) which form key links in the highway, are classed as structures and if built as part of the highway will be maintainable by the Highway Authority at public expense.

Bridges Carrying Highways, Owned and Maintained by Another Organisation Include:

Motorway bridges – National Highways

Railway bridges - Network Rail

Bridges over disused railway lines

- Historical Railways Estates

Bridges over / under disused railway lines - Railway Paths Ltd and Sustrans

Bridges over canals - Canal and River Trust

Reservoir feeders (take water from a reservoir to a canal) - Yorkshire Water

Structures carrying unadopted highways and private access roads or tracks (which may also carry a public right of way or bridleway) are usually privately-owned.

Highway Bridges and Structures Management

The Highways Structures team manage highway structures through systematic and regular inspections and maintenance programmes. However, any defects on highway structures assets noted by Councillors or their constituents should be reported to the Highways Structures team for further investigation.

The Highways Structures team also provide technical advice on developer-promoted or third-party structures which affect the safety of the highway and are also responsible for approving the design of such structures prior to their construction.

The maintenance problems of highway structures are growing in importance as more structures and in particular dry stone highway walls reach the end of their useful working life.





Urban Traffic Control (UTC)

What we do

We cover 234 permanent traffic signal installations comprising 134 junctions, 98 pedestrian and / or cycle crossings and two wig wags – warning signals for Huddersfield and Dewsbury fire stations. We also cover 14 VMS (variable message signs).

The locations of our [UTC equipment](#) can be found on our website.

Our responsibility

In UTC we:

- Manage the maintenance and repair of all permanent traffic signals and VMS
- Design and manage the installation of new and replacement traffic signals sites
- Monitor the operation of the existing installations and make timing and operational changes as and when appropriate
- Manually control traffic signals to assist with the safe passage of events on the highway
- Assess the impact of new developments on the highway network
- Liaise with utility companies to switch off and bag off (switch off and cover with orange bags) signals to allow them to undertake work within the vicinity of existing traffic signals
- Provide advice to other Council teams regarding traffic signals and their operation

We are not responsible for temporary traffic signals.

Faults

Traffic signals can fail for several reasons including accident damage, vandalism, power fails and equipment faults.

Urgent faults (including traffic signals all out and unsafe equipment) have a target attendance on site of 2 hours, 1 hour for certain critical sites, with remaining faults having a target attendance of 24 hours.

We can monitor the status of the majority of the installations remotely from the office via our UTC and remote monitoring systems. We also have CCTV coverage of a high proportion of the sites.

Traffic modelling

When developers submit planning applications for new developments, they have to demonstrate that their development will not have a severe impact on the adjacent highway network. To do this they will provide traffic modelling – we will review this traffic modelling and decide if new traffic signals are required at an existing priority-controlled junction, or if modifications will be required to an existing traffic signal installation. If modifications or a new installation are required these will be paid for by the developer who will also provide a commuted sum to cover maintenance costs for the next 15 years. UTC also provide this service to internally promoted major schemes.

Highways Registry

What we do

Under section 36 of the Highways Act 1980 subsection (6) the council is obliged to keep a list of all streets within the borough which are highways maintainable at public expense. The term 'adopted' is used to describe a road that is maintained at public expense.

Our responsibility

Records – By law we hold many of the statutory records that a highway authority is required to keep, which includes the list of streets for the district.

Information and advice – We provide highways information to residents, ward councillors, local businesses, West Yorkshire Police, Department for Transport, developers, housing associations, utility companies, and the legal profession.

Local searches – We carry out 2000 local searches each year on behalf of residents buying a home in the district and support the private sector to carry out a further 6000 searches.

Licensing – We are involved in the granting of licences for various activities on the public highway including those for, street trading, pavement cafés, canopies and disabled ramps, as well as for planters & boundary markers, and the cultivation of highway verges.

Enforcement - The highways department works closely with the Greenspace Action Team on a range of street scene related enforcements each year including unlawful obstructions or encroachments of the highway.



Highway Adoptions

Publicly maintainable highways

Most public roads in Kirklees are 'highways maintainable at the public expense' - or publicly maintainable highways for short.

When a road or path is a publicly maintainable highway, then:

- It is available for the public to use whenever they want, and it is an offence to obstruct anyone trying to use it
- We are liable for the safe operation of the road or path and any associated drainage or street lighting and are legally responsible for their ongoing maintenance and repair

Although being legally liable for the safe operation and ongoing maintenance of roads and paths is an onerous responsibility, we are happy to take it on when it is in the public interest for us to do so.

We take on legal responsibility for a new road or path by 'adopting' it as a publicly maintainable highway.

In a typical year, we manage over **50 active section 38 agreements**

This is equivalent to around **£10 million worth of new roads**

We also issue APC notices for **50-100 new sites**

Highway adoptions

The Highway Adoptions Team is responsible for adopting roads and paths as publicly maintainable highways.

We work with developers to try to make sure that new developments are easily and safely served by the network of publicly maintainable highways and that any roads or paths are suitable for us to adopt.

New roads and paths should:

- Be safe, secure, and convenient for all members of the public
- Be safe, convenient, and not disproportionately expensive to maintain
- Support the development of thriving, liveable neighbourhoods

New developments

Usually, developers are keen for us to adopt the roads and paths in their developments so that they don't have any responsibility for them. People looking to buy or rent properties on new developments are also usually very keen as they don't want to become responsible for them.

Section 38 agreements

For most developments, the easiest way to get new roads or paths adopted is with a section 38 agreement between us and the developer.

Using these we agree that, if the developer builds the new roads and paths to the agreed layout and standard, we will adopt them. This gives them confidence that they will get their new roads or paths adopted and gives us control over what they build.

Our section 38 agreements allow us to take over and complete the works required if developers do not finish them within the time allowed. They include a bond or surety to cover our costs of doing this.

We monitor developments that have section 38 agreements and inspect the work done to make sure that it is up to standard.

Private streets

If a road or path is not a publicly maintainable highway, we call it a 'private street'. Private streets can be highways - which means that everyone has the legal right to use them - but, as they aren't publicly maintainable highways, we are not legally responsible for their ongoing maintenance or repair.

Some private streets, particularly in business or retail parks, can be well looked after and it is in the public interest for them to remain private.

When developers propose to keep their roads or paths private, we work with them to make sure that the roads and paths would be looked after and would not cause any problems for either us or the public at large.



You can view our [highways adoptions](#) on our website.



Severe Weather

The Highways Team regularly deals with the impact of severe weather. This includes storms bringing rain and high winds leading to flooding, fallen trees and other problems. Most severe weather impacts are due to cold temperatures leading to hoar frost, ice, and snow. Hot temperatures can also cause issues in the network.

Under the Traffic Management Act 2002, we have a legal duty to manage the network effectively to keep traffic moving safely where reasonably practicable. The Highways Section 41 (1A) is the duty to ensure as far as reasonably practical that safe passage along a highway is not endangered by snow or ice in severe weather. However, duties are not defined explicitly and are subject to time, funds and resources. The Highways Team welcomes and encourages support from communities, individuals and businesses to help themselves in a proactive way. Such as preparing their property for a flooding event, getting weather ready for winter, clearing snow from footways and footpaths, removing leaves from road gully grates to prevent blockages, etc.

What we do

Information encouraging residents, the community, partners and drivers to be winter and severe weather ready is shared via social media and internet.

Where to find information

'Gritter Twitter' which was established in 2009, is the council's twitter account keeping residents updated on all things winter. It is updated regularly during a severe weather event, which operates between October and May. You can find us [@kirkleeswinter](#) on Twitter. In a severe weather event out of season, this will be communicated through our main corporate channels.

Severe weather events are also updated on our [winter page](#). [School and road closures](#) are also available on our website. If we get information in advance of a weather event, we will create a proactive press release which will go on Kirklees Together.

Gritting facts

- During a grit, approximately 53% of the network is gritted as standard that's 1000km or 600miles of road treated
- Gritting usually starts at 5am and/or 6pm and is completed within 2 hours. (Dependent on weather conditions)
- The winter service usually runs between 5am and 11pm (it is not a 24/7 service)
- 25,000 tonnes of salt stock is held per year
- We grit between 40 - 100 times a year with an average of 70 gritting occasions per year

Grit bins

The Council provides 1450 grit bins across Kirklees to enable communities to grit and clear footpaths during winter weather.

Councillors can request details of the location of all grit bins. Ward Councillors can work with the Highways Service to consider the relocation of existing grit bins.

Gritting routes

Councillors and the community can check if their road or street is on a gritting route on our [Kompass](#) map system.

You can view our [winter service policy and gritting routes](#) on our website.

The Council are NOT responsible for providing sandbags during flooding events.

Drainage

Highways drainage systems

Highways drains are designed to remove surface water run-off from the highway to help keep roads safe and minimise problems. It also prevents damage and makes roads last longer through effective drainage and it also minimises surface water from the highway affecting properties or land.

Our highway drains are not usually designed to provide drainage for other areas outside of the highway boundary.

Looking after our drains

Within Highways Drainage we carry out a mixture of routine and reactive works. Our approach is routinely inspecting and emptying road gullies on our key routes across the district. In Autumn each year we inspect and empty 4000 road gullies in areas that are most vulnerable to flooding. In preparation for forecast storms, we can prioritise the inspection and emptying of 145 road gullies that are critical to preventing flooding.

If a drain or road gully is not routinely inspected, then it will be inspected in response to reports of flooding or blockages. We aim to respond to service requests within 15 working days, but during extreme weather or period of high demand routine cleansing can take longer to attend.

Our engineers work includes:

- Investigate and resolve service request / Cllr Enquiries
- Routine gully emptying
- High pressure jetting
- Routine trash grille inspections
- Ironwork repairs
- Repairs to existing drainage assets
- Installation of new drainage systems
- CCTV condition surveys and repairs prior to surfacing schemes
- Ditching and dyking

There are over 90,000 gullies through the district.





Lining

Linings are normally assessed based on a road layout, accident history and road conditions to determine if new lining or changes to existing lining is required.

Lining maintenance (lining renewal / refreshing of road markings) is undertaken using a proactive programme based around the Viasala Artificial intelligence led data, complimented by Councillor requests, parking requests and the need to undertake some routine works such as TRO implementation, post patching / resurfacing lining.

Lining programmes

Lining programmes are developed on 3-week bookings, they are usually 2 different wards in weeks 1 and 2 and then 1 free week in week 3 to catchup with the routine lining elsewhere in the district. Each ward will be visited at least once in each financial year but maybe twice dependant on the other lining across the district that is required and is usually undertaken by our own internal lining team on smaller local roads.

Linings on busier local routes and classified roads are often undertaken by external contractors, due to the scale and traffic management. This also means, these types of roads have longer lead times, due to working on evenings and weekend.

Highways Capital Programme

The Highways service delivers an annual programme of capital works. The basis for the capital programme is to maintain the highway asset and make our roads safer by introducing measures at existing accident hotspot locations.

The range of work includes:

- Footway and carriageway repairs and resurfacing works
- Surface dressing and other specialist surfacing works
- Planned patching works
- Maintenance of highways structures – bridges, retaining walls, culverts
- Street lighting column replacements
- Improvements to traffic signals and signalised crossing locations
- Improvement works at those locations where data demonstrates we have the highest number of killed/seriously injured (KSIs)

The annual value of our capital programme varies each year but is typically around £25m per annum. It includes delivery of around 150 improvement

schemes across the district each year. In accordance with good asset management principles, scheme prioritisation within the programme, is data-led. The service works to a 2-year rolling programme of work which is approved by cabinet each year

Highways has a dedicated team of officers and engineers in each of the technical functions, whose priority is to identify, design, consult and deliver the annual programme of work.

Delivery of the Highways capital programme is a key priority for the service. If we receive requests to investigate/implement additional capital works throughout the financial year, either from ward councillors, elected bodies, residents groups etc, these will receive an initial response from the service.

There is a limited and ring-fenced service capacity and funding to deal with any capital works requests for work outside of the member approved capital programme, in year. Therefore, if appropriate, any capital works request will then be considered as part of the development of the following year's 2-year capital programme, at an appropriate time in year.



Reporting Issues

If your query cannot be dealt with either by the resident or yourself via a self-serve option, you should contact the team.

If you are a councillor contact:
Councillor.enquiries@kirklees.gov.uk

If you are an MP contact:
MP.enquiries@kirklees.gov.uk

Both mailboxes are monitored daily by councillor enquiries team Monday to Friday.

3 days – acknowledge receipt or provide an informed response.

10 days – for more complex enquiries*.

Instances of damage and personal injury on the highway network

Naturally there will be occasions where defects develop between our scheduled inspections, and we are always sorry to hear of unfortunate incidents which occur on the highway network.

You can report a problem on the highway directly on our website.

Making a claim

Should a resident have an accident on the network and need to make a claim, they will need a signed **claim form**. They can also include any photographs of the defect to support their claim.

Emergency Contacts

If you need to report an emergency you can find full list of **emergency contacts** on our website.

For adverse weather contact (emergency use only)

- 01484 414700 (8.00am - 6.00pm)
- 01484 414888 (6.00pm - 8.00am)

Kirklees Council Highways maintain...

Helping you connect with family, friends, communities, business and places, in a safe and reliable way

T: 01484 414888
E: Highways.ross@kirklees.gov.uk
www.kirklees.gov.uk

Kirklees Council Highways	
Roads	1,900km
Footways & cycle lanes	2,300km
Footpaths & Bridleways	1,100km

