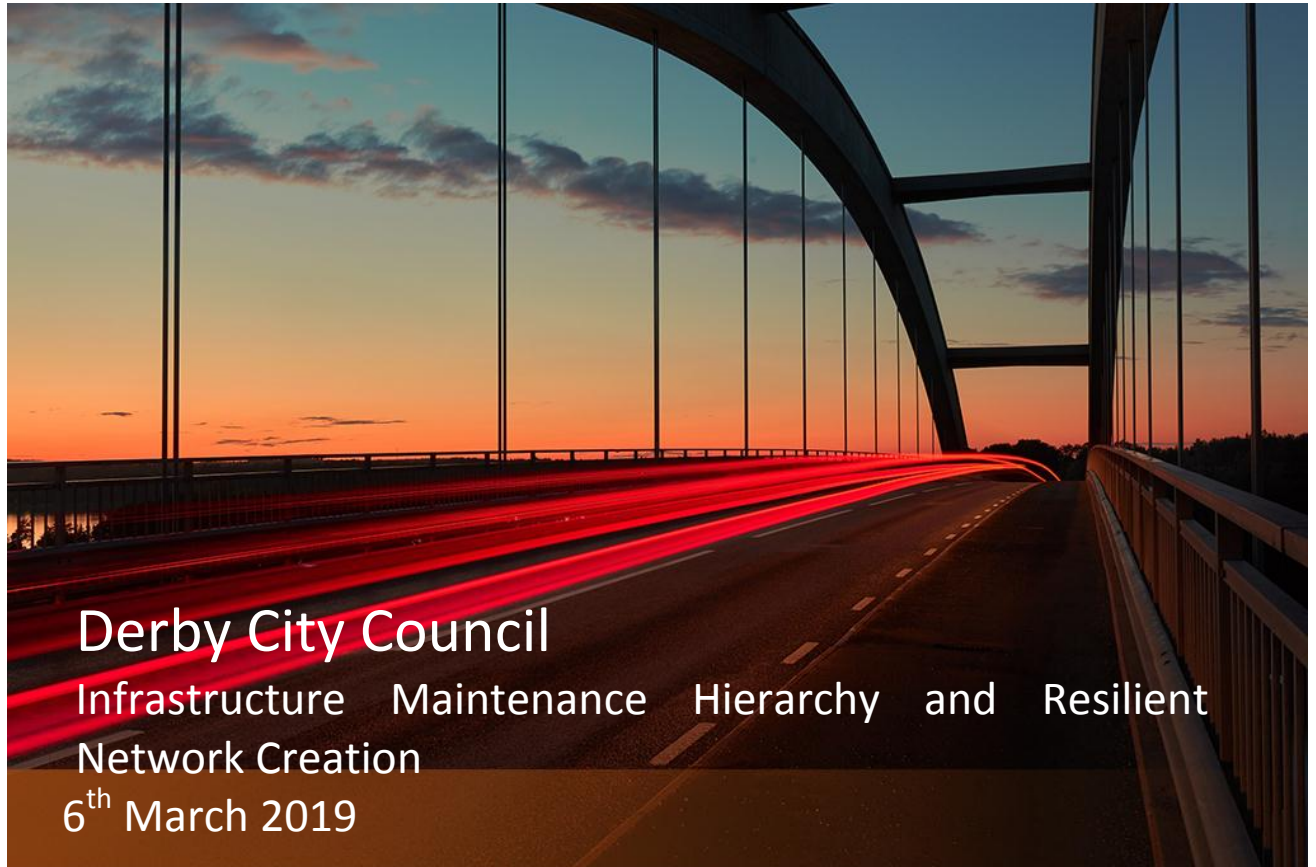




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Infrastructure Maintenance Hierarchy

DRAFT DOCUMENT



Derby City Council
Infrastructure Maintenance Hierarchy and Resilient
Network Creation
6th March 2019



Document Information

Title	<i>Infrastructure Maintenance Hierarchy and Resilient Network Creation</i>
Product Number	<i>IAMF-006 – Infrastructure maintenance Hierarchy & Resilient Network</i>
Author	<i>James Wallis</i>
Description	<i>This document describes the council's approach to understanding the maintenance Hierarchy for their infrastructure assets and the creation of a resilient network</i>

Document History

Version No.	Status	Author	Date	Changes from Previous Version
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If you live, work or pass through Derby City you will use the largest and most visible asset Derby City is responsible for – the Highway Infrastructure Network.

A Highway Infrastructure Network road hierarchy is the foundation of a coherent, consistent and auditable infrastructure maintenance strategy. It is crucial to asset management planning as different levels of service can be associated with different maintenance categories for key infrastructure assets.

Recommendation 12 of the Well-managed Highway Infrastructure Code of Practice states A network hierarchy, or a series of related hierarchies, should be defined which include all elements of the highway network, including carriageways, footways, cycle routes, structures, lighting and rights of way. The hierarchy should consider current and expected use, resilience, and local economic and social factors such as industry, schools, hospitals and similar, as well as the desirability of continuity and of a consistent approach for walking and cycling.

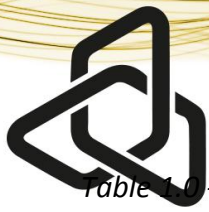
A highway infrastructure network hierarchy needs to be based on asset function, which will form the foundation of a risk-based maintenance strategy in accordance with the risk-based approach detailed in the new code. It is crucial in establishing levels of service and to the statutory network management role for developing co-ordination and regulating occupation.

Whilst different infrastructure assets may have their own maintenance hierarchies we need to ensure they are related, so that they can all be considered in cross asset prioritisation and considered in relation to each other and in relation to the whole highway infrastructure network.

This document shows how the authority has considered the need for all the major infrastructure asset groups and how the maintenance hierarchy for that asset has been derived.

To ensure consistency and an understanding of maintenance hierarchies the authority has created a “series” of maintenance hierarchies for the major asset group as per the following table:

Series	Asset Group
M100	Carriageways
M200	Footways
M300	Street Lighting
M400	Cycle Routes
M500	Bridges & Structures
M600	Drainage
M700	Traffic Signals
M800	Street Scene



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Table 1.1 – Maintenance Hierarchy

Infrastructure Maintenance Hierarchy

“Series”

These maintenance hierarchies are dynamic and will be reviewed regularly to ensure any changes within the authority are reflected in the assets functionality and therefore considered in its maintenance strategy which reflects the current situation.

The following chapters discuss the process and consideration in the development of the maintenance hierarchy for that particular asset group.

Separate to maintenance hierarchies is the requirement to maintain and create a resilient network, a resilient network will be an attribute of the maintenance hierarchies. In order to be considered a top-level highway authority and retain government funding, we must show that we have a 'Resilient Highways Network' in place which is reviewed at least every two years. Therefore this document also discusses the creation of the resilient network.

Local officers, inspectors, and members of the public provide feedback challenging the maintenance hierarchy, each of which will be reviewed as part of the annual review of maintenance hierarchies on a case by case basis and updates made where appropriate.

Where roads cross from Derby into Derbyshire, hierarchies will be compared to ensure the public are given the same level of service i.e. SKID resistance, Safety Inspections, winter treatment routes etc., and adjusted where considered necessary.



2. M100 – Carriageway Maintenance Hierarchy

The classification of Britain's roads dates back to the 1920s, when it had become clear that it was necessary to have a system to help motorists identify good routes for driving. In the 1960s, the existing system was overhauled to help deal with an age of mass-motoring.

All UK roads (excluding motorways) fall into the following four categories:

- A roads – major roads intended to provide large - scale transport links within or between areas.
- B roads – roads intended to connect different areas, and to feed traffic between A roads and smaller roads on the network.
- C roads - Classified unnumbered – smaller roads intended to connect together unclassified roads with A and B roads, and often linking a housing estate or a village to the rest of the network. Similar to 'minor roads' on an Ordnance Survey map and sometimes known unofficially as C roads.
- U roads – Unclassified local roads intended for local traffic. The vast majority (60%) of roads in the UK fall within this category.

As originally conceived, these four classes form a hierarchy. There has never been a comprehensive review of the road hierarchy within the authority. Maintenance need and prioritisation has always been based upon the generic road classification carried out in the 1960's.

A road network hierarchy should reflect the needs, priorities and actual use of each road and the new code makes particular reference to the importance of continuity with the road hierarchy of neighbouring authorities. The benefit of providing consistency of approach across the region is that it will strengthen an authority's legal position on highway safety inspections, the ability to defend highway claims and ensure the same levels of service are adopted between the authorities

2.1. PROCESS IN DEVELOPING THE CARRIAGEWAY MAINTENANCE HIERARCHY

In order to develop the carriageway maintenance hierarchy, there is a need to identify a criterion which affects the maintenance of each road maintenance category. The authority has decided to follow the new code to deliver the maintenance hierarchy and therefore there has been no consideration of its existing road hierarchy but to assess each road section on its own merits based around data which is auditable, repeatable and transparent. This will then help towards any disclosure packs required to defend claims against the authority. The hierarchy definitions contained in Table 2.1 were developed through the course of the process.



Maintenance Hierarchy	Type of Road	Description
M101	Strategic Roads	Major national cross-country roads between places of traffic importance across the UK, with the aim of providing easily identifiable routes to access the whole of the country i.e. motorway network. Typically, major dual carriageways and major single A roads.
M102	Main Distributors	Primary roads within the city providing quick access to urban areas, linking to major industrial/ retail areas and main centres of employment. These roads will typically be inner and outer ring roads.
M103	Secondary Distributors	Roads connecting urban areas to the inner and outer ring road. Typically, major bus routes and roads serving smaller retail i.e. District Centres, business and leisure facilities. Also including roads serving the city centre from the inner ring roads.
M104	Tertiary Distributors	Roads providing alternative but less direct links between urban areas and the inner and outer ring roads. They typically are the main routes through residential and industrial areas and will have less traffic than secondary roads.
M105	Collector Roads	Roads providing links within residential areas, often bus routes, small shopping frontages <4 shops. Typically, the spine road through an urban estate, collecting traffic from access and minor residential roads.
M106	Access Roads	Roads serving to distribute users from major residential roads to minor residential roads, often with on street parking serving >30 properties including long cul-de-sacs and minor industrial estate roads
M107	Minor Residential Roads	Urban residential roads including those with a shared road space. Typically, cul-de-sacs with <30 properties, including paved service roads i.e. rear of residential properties/shops
M108	Back/service Roads	Unpaved/gravel roads

Table 2.1 – Carriageway Hierarchy Definitions



A workshop was held in Derby where the network was produced on Four 1:10000 A1 size plans were printed to cover the complete road network. Using the experience and local knowledge of a group of highway technicians a first attempt was then made to determine roads that were included in the top four hierarchies. Roads were coloured with felt tip pen to identify hierarchies M1, M2, M3 and M4. Though based on local knowledge only this was a useful exercise in that it developed the thought processes required.

Step 2

The road hierarchies determined within step 1, were transferred to GIS such that it could be represented alongside the Local street Gazetteer.

Step 3

The digital plans produced in Process 2 were then sense checked against available traffic data for the City.

The data used can be found here:

<https://drakewell01.drakewell.com/multinodemap.asp>

As a result some significant changes were made to certain routes. In the course of scrutinising the traffic data some clear bandings of AADT (Annual Average Daily Traffic) emerged to provide differentiation between hierarchies M1, M2 and M3. Roads previously identified as Hierarchy M4 were also sense checked using traffic data, where available and against a definition which had now been established as 'the main routes within and through residential and industrial areas.

Step 4

Public transport was assessed through the following resources:

http://www.derbybus.info/images/derby_a.pdf

<http://www.derbyconnected.com/wp-content/uploads/2016/05/derby-public-transport-map-2016.pdf>

Bus routes were added to the digitised map representation parts of which were already covered by hierarchies 1, 2 3 and 4. Any routes that were not covered by the top four hierarchies were assigned to hierarchy 5.

Step 5

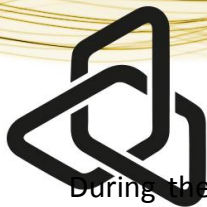
Attention then switched to establishing the lower hierarchy levels.

The lowest level was to be unsurfaced roads.

From examining the road layouts, particularly in residential areas, it was clear that there were a large number of small cul-de-sacs and then there were other roads that collected traffic from these cul-de-sacs to feed in turn to hierarchies M5 and M4. Further examination of the numbers of properties served by the small cul-de-sacs enabled a definition to be established in that they would serve 30 or fewer properties.

By this process hierarchies M8 (unsurfaced roads), M7 (small cul-de-sacs serving less than 30 properties) and M6 (roads collecting traffic from the small cul-de-sacs to feed into hierarchies M4 and M5) were established.

Hierarchies M6, M7 and M8 were then added to the digitised layer.



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During the course of digitising M6,

M7 and M8 some additional M4 and M5 routes were established on the basis that they shared the characteristics of routes already assigned to these hierarchies.

Step 6

The technician team developed a good and developing understanding of assigning hierarchies to Derby City's roads in the course of the whole exercise. As understanding developed previous work was reviewed and sense checked multiple times to ensure that a consistent approach was applied across the city.

Figure 2.2 illustrates the above process which was adopted in determining the maintenance hierarchy.

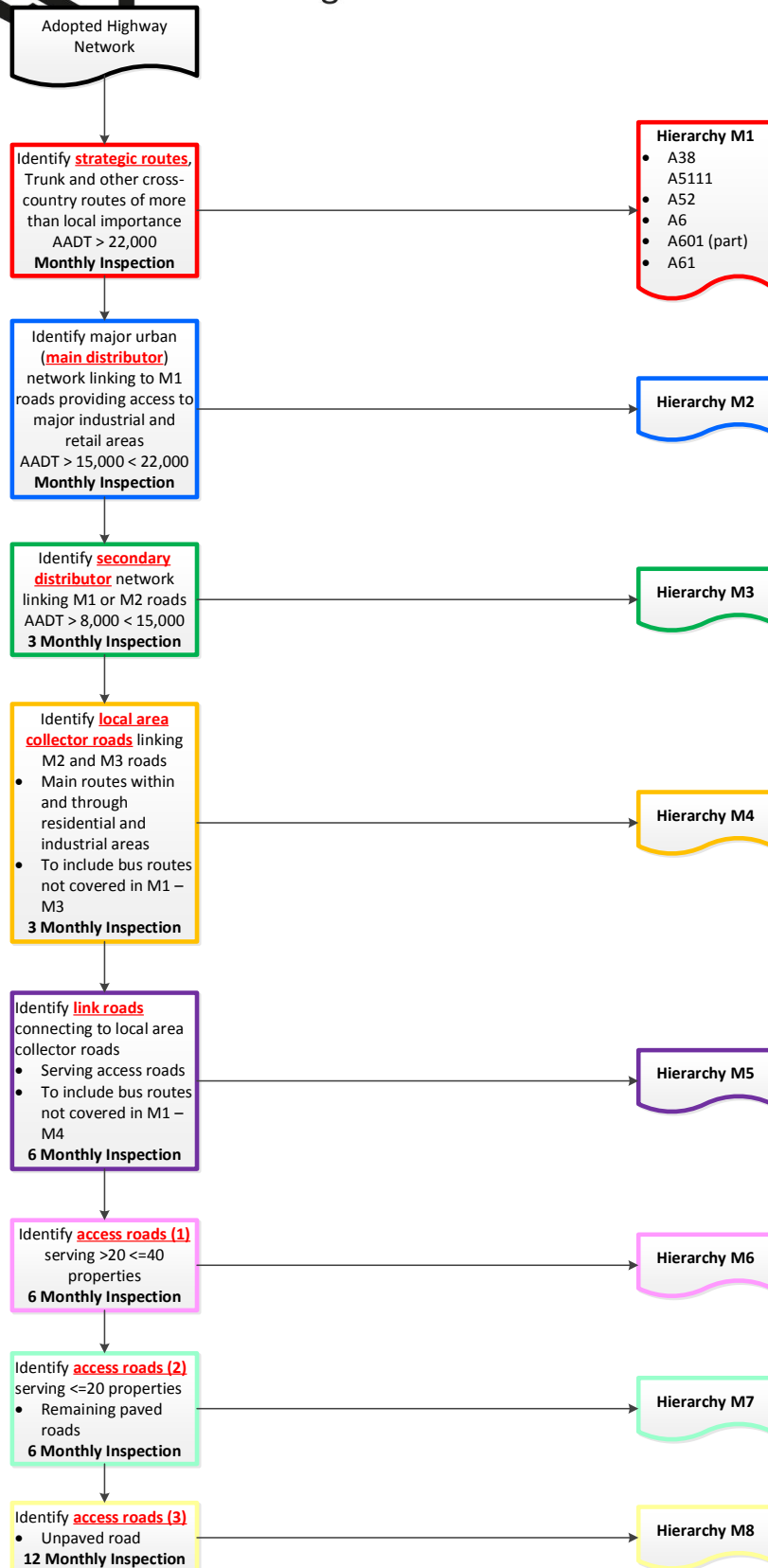


Figure 2.2 – Carriageway Maintenance Hierarchy Process

3. M200 –

Footway Maintenance Hierarchy

Whilst the classification of Britain's roads dates back to the 1920s, footway hierarchies existed for authorities but weren't officially defined until the introduction of the Local Authority Association publication of the Highway Maintenance Code of Good Practice (LAA Code). The TRL Report, TRL535, saw the introduction of the following footway hierarchies which were adopted nationally and formed the basis for Best Value reporting BV187.

Footway Category	Category Name	Description
1a	Prestige walking Zones	Prestige areas in towns and cities with exceptionally high usage, such as Princes Street in Edinburgh and Oxford Street in London
1	Primary walking zones	Busy urban shopping and business areas, and main pedestrian routes linking interchanges between different modes of transport, such as railway and underground stations and bus stops etc
2	Secondary walking zones	Medium usage routes through local areas feeding into primary routes, local shopping centres, large schools and industrial centres etc.
3	Link footways	Linking local access footways through urban areas and busy rural footways.
4	Local access footways	Footways associated with low usage, including estate roads and cul-de-sac.

Table 3.1 – Footway Hierarchy Definitions LAA Code

There was a review the Footway Hierarchies to ensure they followed the same principles as carriageways in that they recognised the use and importance of the footways.

3.1. PROCESS IN DEVELOPING THE FOOTWAY MAINTENANCE NETWORK

In order to develop the footway maintenance hierarchy, there is a need to identify a criterion which affects the maintenance of each footway maintenance category. The authority has decided to follow the new code to deliver the maintenance hierarchy and therefore there has been no consideration of its existing footway hierarchy but to assess each footway section on its own merits based around data which is auditable, repeatable and transparent. This will then help towards any disclosure packs required to defend claims



Step 1

Consideration was given initially to Prestige Walking Zones and Primary Walking Routes. A mapping layer showing shopping areas across the city was added to the GIS project to assist with this process.

Local knowledge gained through the existing inspection arrangements was also utilised and it was decided that an appropriate distinction could be made between the main City Centre shopping areas and District shopping centres. City Centre shopping area footways (and pedestrian areas) were designated as Prestige Walking Zones (M201) and pedestrian routes in District shopping centres were designated as M202.

Step 2

It was appropriate to consider the presence of other significant local amenities and a further mapping layer was derived from the Local Property Gazetteer using an attribute in the dataset concerning property classification.

The locations of properties with the following classifications were included on the mapping layer:

- Arena/Stadium
- Care/Nursing Home
- Children's Nursery/Crèche
- College
- Hospital/Hospice
- Educational Establishment
- Preparatory/First/Primary/Infant/Junior/Middle School
- Public/Village Hall/Other Community Facility
- Secondary/High School
- Special Needs Establishment
- Station/Interchange/Terminal/Halt
- University
- Place of Worship

Any streets with one or more of these amenities present were designated as a Secondary Walking Route (M203).

Step 3

Attention then switched to establishing the lower hierarchy levels. The lowest level was to be unsurfaced Public Rights of Way (M206). Hierarchies M201, M202 and M203 having already been established, two further hierarchies were identified:

- M204 Link Footways - routes principally found in residential areas linking or collecting footfall from local access footways.
- M205 Local Access Footways

Examination of a number of localities across the city enabled a definition to be established for what constituted an M204 link footway. The threshold set was that a link footway would



collect pedestrian traffic from more

than 100 properties from adjacent roads. The properties associated with the link footway street itself are not included in this count as the aim was to identify footways collecting pedestrian traffic from more minor routes.

Step 4

The technician team developed a good and developing understanding of assigning hierarchies to Derby City's footways and footpaths in the course of the whole exercise. As understanding developed previous work was reviewed and sense checked multiple times to ensure that a consistent approach was applied across the city.

Maintenance Hierarchy	Type of Footway / Cycleway	Description
M201	Prestige Walking Zones	Very busy areas of towns and cities with high public space and street scene contribution - City Centre shopping areas
M202	Primary Walking Routes	Busy urban shopping and business areas and main pedestrian routes – District shopping centres
M203	Secondary Walking Routes	Medium usage routes through local areas feeding into primary routes. Presence of schools and other significant local amenities. (See Footway Hierarchy determination process 2)
M204	Link Footways	Routes principally found in residential areas linking or collecting footfall from local access footways. Collecting pedestrian traffic from more than 100 properties associated with neighbouring roads
M205	Local Access Footways	Low usage footways serving individual streets or lower than link footway threshold
M206	Public Rights of Way	Footpaths on the definitive plan, as well as bridleways and byways

Table 3.2 – Footway Maintenance Hierarchies

4. Inspection Frequency

The inspection frequency for a given street section will be the shorter of the inspection frequencies determined separately for the carriageway and footway elements. E.g. where carriageway hierarchy dictates an inspection frequency of 3 monthly and footway hierarchy requires an inspection frequency of monthly the street will be inspected monthly – an example of this situation would be a district level shopping street. Any streets having significant local amenities on them (See Footway Hierarchy determination process 2) were categorised at least as an M23 footway hierarchy and inspected at no greater than 3 monthly intervals. e.g. a combination of M5-M7 (6 monthly) and M23 (3 monthly) would be inspected at 3 monthly intervals.

A table of inspection frequencies for carriageways is below; followed by a plan.

Colour Code on Map	Maintenance Hierarchy	Type of Road	Inspection Frequencies
	M101	Strategic Roads	MONTHLY
	M102	Main Distributors	
	M103	Secondary Distributors	3 MONTHLY
	M104	Tertiary Distributorsd	
	M105	Collector Roads	6 MONTHLY
	M106	Access Roads	
	M107	Minor Residential Roads	12 MONTHLY
	M108	Back/service Roads	

Table 4.1 - Carriageway Maintenance Hierarchy Inspection Frequencies



Figure 4.2 – Carriageway Maintenance Hierarchy

A table of inspection frequencies for Footways is below; followed by a plan.



Colour Code on Map	Maintenance Hierarchy	Type of Footway / Cycleway	Inspection Frequency
	M201	Prestige Walking Zones	FORTNIGHTLY
	M202	Primary Walking Routes	MONTHLY
	M203	Secondary Walking Routes	3 MONTHLY
	M204	Link Footways	6 MONTHLY
	M205	Local Access Footways	12 MONTHLY
	M206	Public Rights of Way	

Table 4.3 - Footway Maintenance Hierarchy Inspection Frequencies



Figure 4.3 – Footway Maintenance Hierarchy

The Resilient Network IS NOT a maintenance hierarchy it is used to maintain economic activity and access to key services during extreme weather.

During periods of prolonged extreme weather, the highway network can be disrupted. This was highlighted during the winters of 2013/14 where many areas of the Country suffered disruption due to the severe weather. In response, the Secretary of State commissioned an Independent Review of the resilience of the nation's transport network, resulting in the 2014 Transport Resilience Review by Department for Transport (DfT). This review made 63 recommendations; 14 of which were directed at Local Authorities.

The Transport Resilience Review recommended that Local Highway Authorities should "Identify a 'resilient network' to which they will give priority, in order to maintain economic activity and access to key services during extreme weather" (DfT, 2014). This has been reinforced with the release of the Well-managed Highway Infrastructure Code of Practice.

Recommendation 20 of the Well-managed Highway Infrastructure Code of Practice states that a "Resilient Network" should be identified to which priority is given through maintenance and other measures to maintain economic activity and access to key services during extreme weather. The process for identifying the Resilient Network will consider which routes are absolutely essential and which can be done without for a time. It is implicit that these decisions will not simply follow road classification or categorisation. The process should engage key business and interest groups and involve the community.

It has generally been accepted that the "Resilient network" is your gritting route. This is no longer the case. The resilient is based on risk and need as well as the road maintenance hierarchy of the network. It will also align with the networks of neighbouring areas and be consistent with the wider resilience strategy for Derbyshire and surrounding areas

The Government considers asset management to be a key part of the provision of a resilient network as well as effective contingency planning and prioritisation. The implementation of asset management plans is to be incentivised by government through the way in which maintenance block funding will be provided to authorities.

The increase in potential for extreme weather events is generally acknowledged to be an impact of climate change. This is likely to increase the severity and magnitude of weather events. As part of the prioritisation of works local authorities are expected to make the best use of the most up-to-date forecasting information available.

Drainage is considered an important function in addressing localised flooding issues and assists in minimising the damage caused by extreme weather events. The Government response to the Transport Resilience Review identifies the importance of the maintenance of drainage to ensure a reduction of scale and threat of flooding with a focus on known problem areas.



5.1. PROCESS IN DEVELOPING THE RESILIENT NETWORK

In order to develop the resilient network, there is a need to identify routes which will need to be amended to ensure that they can fulfil the more specific role of the resilient network for a range of issues beyond cold weather. The resilient network is the bare minimum a highway authority needs to maintain when resources are scarce

Key service locations

- Highway Depots
- Ministry of Defence
- Police stations
- Ambulance stations
- Fire stations
- Hospitals with Accident and Emergency
- Bus Stations
- Railway Stations
- Access to motorway network
- Critical infrastructure identified in the council's emergency plan
- COMAH sites
- petrol stations
- power distribution points
- Communications i.e. essential fibre optic cables etc.

Key locations of Economic value

- Main Business parks
- Main Industrial estates
- Main employment centre
- The priorities for keeping the different locations accessible under extreme service pressures for example, constant snow fall.
- Locations which under certain conditions should be shut and bypassed for safety purposes.
- Secondary bus routes, school routes and feeder roads that carry high levels of traffic classified as secondary/ tertiary gritting routes.
- Priority 2 footpaths will be treated if the conditions are persistent and resources permitted.
- Care Homes with Nursing care facilities
- Educational Facilities (weekdays)
- Large Medical Clinics/ non A and E hospitals • Utility facilities in need of access (on request) • Key Economic locations:
- Town and District Centres
- Large Retail/ Business Parks



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While under all but the most

extreme conditions the presumption would be to try and keep the network open in some circumstance although the closure of some routes for safety should be considered and alternatives planned. Locations where it is likely that they should be shut for public safety if certain conditions are met:

Sections of road liable to flood.

Bridges highlighted as a risk in extreme weather conditions.

Exposed locations in extreme weather conditions.

5.2. RESPONSES BY POTENTIAL EVENT

When responding to a particular event the council will prioritise clearing/repair of the resilient network routes to keep it open. Derby will consider the need to minimise the risk of

- Snow & Ice
- Flooding
- Heatwaves
- High Winds
- Other incidents

Actions will include but will not be limited to gritting the roads, snow plough (removal of snow and debris), closing roads and defect repairs.

5.2.1. Snow

Issues are likely to arise as part of snow conditions are: Reduced visibility, Reduced surface friction, Failure in road signals, Roads become impassable due to snow and vehicular accidents.

5.2.2. Flooding

A flooding event may result in the closure of roads and footpaths, therefore to minimise the risk Derby have consulted on flooding to understand which routes may be affected and therefore consider alternative routes as part of the resilient network.

Drainage hotspots within Derby City are: SEE APPENDIX AAAA.

Roads in the resilient network affected by Environment Agency flood zones are:

SEE APPENDIX BBBB

5.2.3. Heatwaves

Issues are likely to arise as part of any heatwave emergency, such as power failures and transport disruption, and these will be dealt with by the departments concerned as part of a coordinated response unless they became the overriding concern, in which case the overall central government department lead may transfer responsibility

Heatmaps of the city have been considered and are within Appendix CCCC



5.2.4. High Wind

Issues likely to arise as part of high wind are: Debris in the road; Difficult driving conditions (potential increase crash risk); electrical failure. Consultation on Weather warnings for high winds will provide information on the likelihood of driving in extreme dangerous weather the expectation of widespread uprooting of trees, widespread damage to buildings, with potential for severe structural damage. Public may be advised not to venture outdoors unless really necessary.

5.2.5. Other Incidents

Other incidents not related to weather, i.e. acts of terrorism may impact on the highway and will have the same highway prioritisation applied where appropriate.

5.3. CONSULTATION

The following groups have been consulted on during the formulation of the resilient network. A letter was sent to all asking for their requirements for a resilient network.

- Neighbouring Highway Authorities – Derbyshire and Nottingham City, Gloucestershire County Council, Leicestershire County Council, Northamptonshire
- Derbyshire Fire and Rescue
- Derbyshire Ambulance Service
- Derbyshire Police
- Network Rail
- Bus Operators
- D2N2 (Derby and Nottingham City) Local Enterprise Partnership
- Derby Chamber of Commerce
- Ministry of Defence
- Derby City Emergency Planning department
- Utility operators

The time line for this process was

1. 22nd October 2018 - Initial consultation documents were issued on, a sample of the letter issued is contained in appendix A
2. 30th November consultation Closed
3. December 2018 all responses were collated
4. 1st February 2019 – Meeting was held where all resilient requests were considered and a DRAFT resilient network was produced
5. 2nd February DRAFT resilient Network was issued for comment
6. 28th February consultation was closed and a FINAL Resilient Network was created for 2019/20

The Resilient Network will form part of the infrastructure annual review.

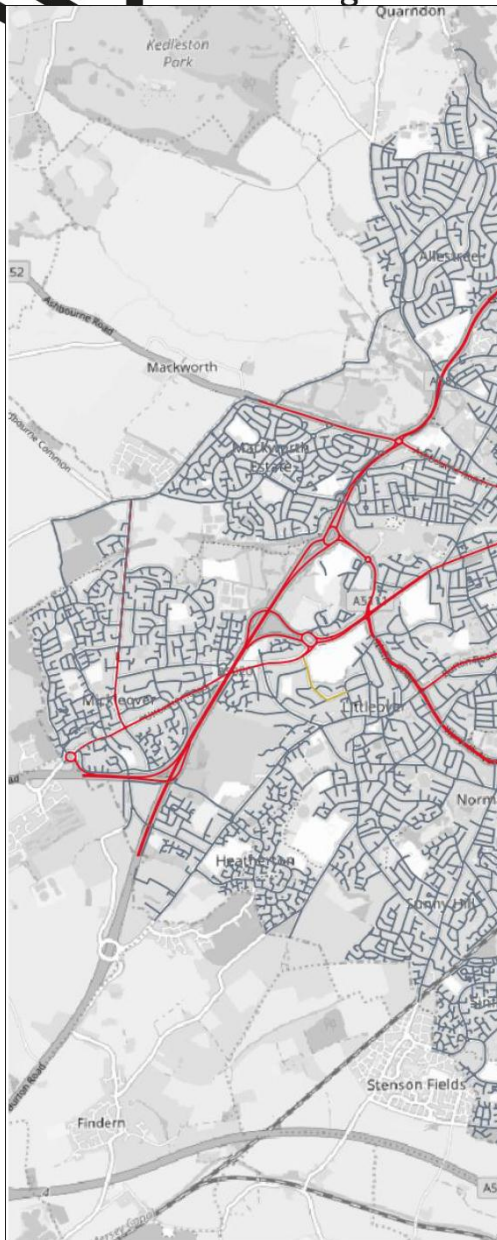


Figure 5.1 – Agreed Resilient Network 2019-20



6. Monitoring and Review

The network has been created using data currently available. To ensure the network is kept current and up to date a review will be undertaken annually to take consideration of any lessons learned.

This will involve the following –

- Review critical service locations and updating GIS information;
- Updating traffic flow data;
- Review neighbouring Authority resilient networks;

Review Date	Comments	By

Your ref
Our ref Streetpride/KB
Contact Highways Maintenance
email highways.maintenance@derby.gov.uk
Tel 01332 642013
Fax
Minicom
Date Monday 22 October 2018

Dear Sir/Madam

RE: CREATION OF A RESILIENT HIGHWAY NETWORK

During periods of prolonged extreme weather or unexpected events, the local and / or national highway network can be disrupted. This was highlighted during the recent flooding events of 2007, 2009/2010, 2012 and the winter of 2013/14 where many areas of the country suffered disruption due to the severe weather. In response, the Secretary of State commissioned an Independent Review of the resilience of the nation's transport network, resulting in the Department for Transport's (DfT) 2014 Transport Resilience Review.

The Review recommended that local highway authorities should "identify a 'resilient network' to which they will give priority, in order to maintain economic activity and access to key services during extreme weather". This has been reinforced with the release of the Well-Managed Highway Infrastructure Code of Practice: October 2016 as one of 36 recommendations.

As a consequence, we are contacting all key service providers and identifying areas of economic value and to ascertain locations which are essential to maintain access to, or consider in the management of a resilient network.

I am writing to you to determine whether you have any assets which you consider would need maintaining, or require access to in the event of a prolonged period of network disruption or that are vulnerable should the roads, footways, verges or structures that support or carry your assets fail in the future.

The process for identifying the Resilient Network will consider which routes are absolutely essential and which can be managed without for a short time. The Resilient Network will be the bare minimum a highway authority will need to maintain when unforeseen events or extreme weather reduce the capacity of the authority's resources. It is implicit that these decisions will not simply follow road classification



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of categorisation, so your

information is essential to enable the authority to make an informed decision.

We would be grateful if you could respond within **28 days of receipt of this letter**, with a plan (preferably GIS) or a description of your asset(s) with bulleted reasons justifying why you require access during these periods. In addition, state any concerns over the delivery of your service in the event the road, footway, verge or structure your asset is located in fails; i.e. voids, bridge collapse, retaining wall failure, land slip.

If you are not in a position to respond with the information required within 28 days, then please let me know at your earliest convenience, as otherwise we shall conclude that you do not have an essential asset to maintain.

I look forward to your reply.

Yours sincerely

Kully Boden
Highway Asset Team Leader

We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 642013 or Minicom 01332 640666