

## **Cumbria Highways - Service standards**

Our service standards

We will:

- ✓ Inspect the carriageway and footway of every road for defects at least once a year, more frequently on busier roads.
- ✓ Make safe dangerous or potentially dangerous defects within a predetermined time once they have been reported to us. Response times will differ depending on the severity and location of the defects and include immediate, one working day and five working day categories.
- ✓ Items reported to us that are not deemed hazardous will be repaired or attended to only when they can be included economically into work schedules.
- ✓ Draw up an annual maintenance programme based on the condition of the highways and the traffic it carries.
- ✓ Remove or sign dangerous obstructions such as fallen trees, in the carriageway or footway as soon as possible, and in any case within one working day of being reported.
- ✓ Remove unauthorised temporary signs that obstruct visibility and cause a serious hazard within one working day of being informed about them.
- ✓ Inspect street lights that fall under our responsibility at night every two weeks during the winter, every four weeks in summer, and repair defective lamps within five working days. Problems with electricity supplies will take longer to repair.
- ✓ Clean road signs when an inspection indicates this work is necessary.
- ✓ Cut grass on roadside verges once a year to maintain visibility, whilst taking account of environmental considerations.
- ✓ Empty most roadside gullies once a year or more.
- ✓ Draw up an annual winter maintenance programme to ensure that Cumbria's highways and footways are gritted and cleared of snow on priority routes within predetermined timescales.

- ✓ Enable you to report problems on the roads 24 hours a day, 365 days a year via the Cumbria Highways Hotline 0845 6096609 or at [cumbria.org.uk](http://cumbria.org.uk).

### **Consultation and advance notification of road improvement works**

Every year we draw up a programme of road improvement works to deal with as many outstanding issues as resources allow. We do take into account your requests for action when developing our programmes - road safety has a high priority.

- ✓ We will consult on any proposal to make a Traffic Regulation Order or to improve the highway
- ✓ We will consult before making any detailed arrangements for major road improvement works which will seriously disrupt the life of a community, and provide a named person for you to contact about any practical problems which arise while the work is going on. We will make sure that there is pedestrian access to all properties.
- ✓ Advertise at least seven days in advance of planned road improvement works that involve road closures, diversions or serious disruptions to road users. In the case of emergencies we would not be able to do this.
- ✓ We will inform the local media about significant road improvement works so that these can be included in their traffic news bulletins wherever possible.
- ✓ We will provide details of planned road improvement works online at [cumbria.gov.uk](http://cumbria.gov.uk)