Shropshire Council
Legal and Democratic Services
Guildhall
Frankwell Quay
Shrewsbury
SY3 8HQ

Date: Monday, 24 August 2026

Committee:
Economy and Environment Overview and Scrutiny Committee

Date: Tuesday, 1 September 2026
Time: 3.00 pm
Venue: The Shrewsbury Room, The Guildhall, Frankwell Quay, Shrewsbury, SY3 8HQ

You are requested to attend the above meeting.
The Agenda is attached.

There will be some access to the meeting room for members of the press and public, but this will be limited. If you wish to attend the meeting, please email democracy@shropshire.gov.uk to check that a seat will be available for you.

Please click here to view the livestream of the meeting on the date and time stated above.*

The recording of the event will also be made available shortly after the meeting on the Shropshire Council YouTube Channel: Here

Richard Phillips
Service Director – Legal and Governance (Monitoring Officer)

Members of Economy and Environment Overview and Scrutiny Committee

Ed Potter (Chair)
Sam Walmsley (Vice-Chair)
Elizabeth Barker
Donna Edmunds
Craig Emery
Adam Fejfer
Gary Groves
Alan Holford
Brendan Mallon
Chris Naylor
Wendy Owen

Your Committee Officer is:

Sarah Townsend Committee Officer
Tel: 01743 257721
Email: sarah.townsend@shropshire.gov.uk

When attending this meeting, Members are reminded of the three principles of the Jo Cox Foundation and Compassion in Politics Civility Pledge:

1. *Use a civil and constructive tone in debate.*
2. *Act with integrity, honesty and compassion.*
3. *Behave respectfully towards others, including those I disagree with.*

*(Please note that while we strive to live stream meetings, technical issues may occasionally occur. In the event of a technical disruption, the meeting will be paused to try to resolve the issue. Should it not be possible to resume the live stream, the meeting will proceed as scheduled, and a backup recording will be made available after the meeting. Any disruption to the live stream does not affect the legality of the meeting).

AGENDA

1 Apologies for Absence

2 Disclosable Interests

Members are reminded that they must declare their disclosable pecuniary interests and other registrable or non-registrable interests in any matter being considered at the meeting as set out in Appendix B of the Members' Code of Conduct and consider if they should leave the room prior to the item being considered. Further advice can be sought from the Monitoring Officer in advance of the meeting.

3 Minutes of the Previous Meeting (Pages 1 - 8)

To consider the minutes of the Economy and Environment Overview and Scrutiny Committee meeting held on 2nd July 2026. (Attached).

Contact: Sarah Townsend (Tel: 01743 257721)

4 Public Question Time

To receive any questions or petitions from the public of which notice has been given. The deadline for notification for this meeting is 12 noon on Tuesday, 25th August 2026.

5 Member Question Time

To receive any questions of which Members of the Council have given notice. The deadline for notification for this meeting is 12 noon on Tuesday, 25th August 2026.

6 Review of Highways Maintenance Strategy and Highways Inspection Policy (Pages 9 - 76)

Shropshire Council's Highway Inspection Manual and Highway Asset Management Policy and Strategy were approved in 2019. These are the core documents for the management of the Council's highway infrastructure assets. These documents require an update to reflect the priorities of the current administration and to ensure that the Council fulfils all the criteria of the Department for Transport Incentive Fund to maximise capital funding.

Contact: Andy Wilde (Tel: 01743 256401)

7 Riverside Gardens Development

A briefing will be given to Members further to the recent site visit in relation to the Riverside Gardens project.

Contact: Tim Pritchard (Tel: 01743 258929)

8 Economy and Environment Overview and Scrutiny Committee Work Programme (Pages 77 - 78)

To discuss the Committee's Work Programme for 2026-27 and potential topics for inclusion. (Attached).

Contact: Claire Braddock (Tel: 01743 258913)

9 Exclusion of Press and Public

To resolve that, in accordance with the provisions of Schedule 12A of the Local Government Act 1972 and Paragraph 10.4 (3) of the Council's Access to Information Procedure Rules, the press and public be excluded from the meeting during consideration of the following items.

10 Exempt Minutes of the Previous Meeting (Pages 79 - 82)

To consider the exempt minutes of the Economy and Environment Overview and Scrutiny Committee meeting held on 2nd July 2026. (Attached).

Contact: Sarah Townsend (Tel: 01743 257721)

11 Date/Time of Next Meeting of the Committee

The Committee is scheduled to next meet on Thursday, 12th November 2026 commencing at 6.00 p.m.

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Shropshire Council

Committee and Date

Economy and Environment Overview and Scrutiny Committee

INSERT NEXT MEETING DATE

ECONOMY AND ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

Minutes of the meeting held on 2 July 2026
In the Council Chamber, The Guildhall, Frankwell Quay, Shrewsbury, SY3 8HQ
6.00 - 7.50 pm

Responsible Officer: Sarah Townsend Committee Officer
Email: sarah.townsend@shropshire.gov.uk Tel: 01743 257721

Present
Councillors Ed Potter (Chair), Sam Walmsley (Vice-Chair), Craig Emery, Adam Fejfer, Gary Groves, Alan Holford, Brendan Mallon, Chris Naylor, Wendy Owen and Sharon Ritchie-Simmons

Other Members in Attendance:
Councillor Roger Evans – Portfolio Holder for Finance (remotely)
Councillor Ruth Houghton – Portfolio Holder for Adult Social Care & Public Health (remotely)
Councillor Dawn Husemann – Group Leader (remotely)
Councillor Alan Mosley – Station Gyratory Task and Finish Group Member
Councillor David Vasmer – Portfolio Holder for Highways & Waste (remotely)
Councillor Rob Wilson – Portfolio Holder for Transport & Regeneration

Officers in Attendance:
Claire Braddock – Overview and Scrutiny Officer
Kassandra Polyzoides – Service Director Place Shaping (remotely)
Tim Pritchard – Shrewsbury Programme Manager
Andy Wilde – Service Director Infrastructure

4 **Apologies for Absence**

Apologies for absence were received from Councillor Donna Edmunds.

5 **Disclosable Interests**

There were no interests declared.

6 **Minutes of the Previous Meeting**

RESOLVED:
That the minutes of the Economy and Environment Overview and Scrutiny Committee meetings held on 12th March 2026 and 14th May 2026 be approved as a correct record.

7 **Public Question Time**

No public questions had been received.

8 **Member Question Time**

A member question had been received from Councillor Sam Walmsley regarding highway maintenance and waste collection. Councillor Walmsley read out his question and the response to the question was provided by the Chairman. There was no supplementary question. A full copy of the question and response provided is available from the web page for the meeting.

9 **Review of Highways Maintenance Strategy and Highways Inspection Policy**

The committee received a verbal update from the Service Director Infrastructure regarding the review of Highways Maintenance Strategy and Highways Inspection Policy. It was explained that the existing Asset Management Strategy had been in place for some time and now needed to be reviewed in order to align with the Council's new Corporate Plan, the emerging Local Transport Plan 4 (LTP4) and revised Department for Transport (DfT) funding criteria requirements.

The committee was informed that the Department for Transport had recently issued new guidance to all councils on asset investment and had changed its funding criteria for highways authorities, with a greater proportion of future highways funding now linked to incentive-based requirements. It was therefore important that the Council had a robust and evidence-based Asset Management Strategy and Inspection Policy which could demonstrate appropriate review, political support and alignment with Department for Transport priorities.

In responding to a question regarding whether capital investments could be explored to help reduce revenue maintenance costs, the Service Director Infrastructure explained that the Department for Transport was placing increased emphasis on preventative maintenance interventions and on councils evidencing that an appropriate proportion of their budgets was being directed towards such work. This would therefore be addressed in the strategy.

It was noted that the committee would consider the proposed draft strategy at an additional meeting, likely to be held in September, prior to it being considered by

Cabinet. Members were encouraged to engage directly with the Service Director Infrastructure for further information or input prior to the additional meeting.

10 Station Gyratory - Six Month Follow Up of Actions Against Task and Finish Group Recommendations

The committee considered the six month follow up report on actions arising from the recommendations previously made by the Station Gyratory Task and Finish Group, with these recommendations having been accepted by Cabinet at their 3rd December 2025 meeting.

The Service Director Infrastructure advised that a safety audit had been completed and that work was ongoing to review and implement its recommendations. A verbal briefing note had been prepared to be considered as part of the next agenda item which included recommendations proposed to be taken to Cabinet. However, further technical dialogue and work would be required before any options could be progressed.

Reference was made to Recommendation 3, which highlighted the wider impact of the station gyratory scheme on surrounding neighbouring areas, including increased use of narrow residential streets such as Castlefields, which had become 'rat-runs' and concerns regarding heavy goods vehicle movements on Ellesmere Road. It was questioned why the officer response did not appear to address these concerns or propose mitigation measures. It was also questioned whether traffic movement data comparing conditions before and after implementation of the scheme, together with future projections, had been collected. In response, the Service Director Infrastructure advised that the impact on surrounding areas formed part of a wider piece of work and that further guidance from the committee would be helpful in determining the scope and specific areas to be examined. The member responded that two specific areas had already been identified and that the need for traffic movement data had already also been raised and expressed concern that no clear action appeared to have been undertaken on the specific issues previously identified.

A member commented that traffic data was available from the Telraam system and suggested that officers should be able to undertake further analysis and present the data in a longer term or alternative format if required.

A question was asked regarding whether the footpath in the vicinity of the scheme would be formally designated as joint shared use for cyclists and pedestrians. In response, it was stated that this would depend on the recommendations agreed and adopted by Cabinet. Members heard that the current cycle network in the area lacked adequate connectivity and that future consideration would need to focus on creating safe, accessible and attractive cycling routes as part of wider transport planning for Shrewsbury, if active travel was to be encouraged.

A question was asked regarding the legality and liability of emergency services using the cycle lane and whether, in the event of a collision involving a cyclist, the Council or emergency services could be liable. A further question was also asked about whether emergency vehicles were required to drive over the floating bus stop

infrastructure when responding to incidents. In response, the Chairman indicated that many of these matters would be address under the next agenda item.

11 Station Gyratory Task and Finish Group Verbal Update

The committee received a verbal briefing note from Councillor Ed Potter, Chair of the Station Gyratory Task and Finish Group, providing an update on the work undertaken since the Group's report to Cabinet on 3rd December 2025. They were advised that the Task and Finish Group had reviewed the operation, safety and effectiveness of the Station Gyratory scheme following its implementation and that this had included the interim formal Stage 3 Road Safety Audit and the associated designer response, as well as emerging evidence on traffic usage. Whilst the majority of identified issues were considered to be minor defects, such as signage and layout refinements, which could be addressed largely through contractor led adjustments, key operational concerns remained regarding traffic flow and highway operation, the impact of traffic using alternative residential routes, the cycleway and the floating bus stop. The Task and Finish Group were therefore recommending that, subject to the approval of the Economy and Environment Overview and Scrutiny Committee, six recommendations be submitted to Cabinet for their consideration, including further exploration of reverting to two lanes of traffic with parallel exploration of changing the cycleway to shared use (bus/taxi/cycle) to ensure a robust comparison.

Members asked whether the effectiveness of the proposed options had been evaluated, particularly in relation to traffic flow, emergency service access and the operation of the bus stop. Councillor Potter explained that the Task and Finish Group had not undertaken a detailed evaluation and therefore wished both options to be modelled and compared before any decision was made. It was considered important that evidence relating to safety, congestion, traffic flow and access arrangements be gathered so that Cabinet could make an informed decision based on robust analysis rather than anecdotal observations.

A question was raised regarding the potential risk of grant clawback should changes be made to the scheme. In response, Members were informed that this had been specifically included as one of the recommendations and that officers were actively engaging with the funder. Based on current discussions, the risk of clawback was considered low, although no definitive position had yet been confirmed.

Concerns were raised regarding the quality of the construction work, including reports of drainage grates being covered during resurfacing works, standing water and other workmanship issues and it was questioned whether quality assurance processes had adequately identified such defects. In response, it was noted that concerns relating to quality assurance had previously been raised with the Task and Finish Group. The Service Director Infrastructure advised that he would investigate the issues further and that records of snagging and any issues linked to the quality of the workmanship should be available. It was also noted that this would be followed up at a future Task and Finish Group meeting with the committee highlighting the need for robust oversight in future contracts.

Regarding the cycleway, the committee discussed whether sufficient evidence existed to have justified its inclusion within the scheme and asked whether pre-scheme cycling levels and current usage data demonstrated demand. Reference was made to available Telraam data, which indicated no significant increase in cycling activity and a reduction in pedestrian numbers compared with previous counts. The limitations in the available data were acknowledged but it was considered that the evidence reflected concerns raised by residents and road users regarding the effectiveness of the cycleway.

Further discussion focused on the wider design of the scheme, including concerns regarding heavy goods vehicles on Ellesmere Road, incomplete cycling connectivity and traffic signal operation. Balancing the needs of cyclists, motorists, public transport users and residents was raised and it was suggested that broader strategic consideration was needed regarding cycling provision within Shrewsbury, with it linked to wider transport and movement strategies for the town.

Clarification was sought regarding emergency vehicle access and whether the scheme had delivered improvements for emergency services. In responding, Councillor Potter emphasised the importance of meaningful consultation with both the emergency services and the wider business community within the area from the outset and stated that this would be essential when assessing any future options. The Portfolio Holder commented that weekly meetings had been taking place between the Chief Fire Officer and himself regarding emergency vehicle access and that emergency services currently utilised dynamic risk assessments when travelling through the town centre.

Concerns were also raised regarding the floating bus stop and its accessibility, particularly for visually impaired users and reference was made to British Standard BS 8300-1:2018 which provides guidance on designing an accessible and inclusive external built environment. The Service Director Infrastructure commented that accessibility concerns had been identified through the safety audit process and confirmed that he would ask technical officers to clarify regarding whether this specific British Standard had been considered. However, ultimately, the Task and Finish Group had concluded that retaining the floating bus stop in either its current form or an adapted form was not an appropriate option to recommend.

The Portfolio Holder thanked both the Committee and the Task and Finish Group and commented on issues such as public transport reliability, air quality monitoring, the movement strategy, emergency services access, grant funding and the impact of the scheme on public confidence in future transport projects. In response to a question on air quality, it was noted that data was being collected, but that additional time was required before meaningful conclusions could be drawn.

In bringing the agenda item to a close, the Chairman proposed that the Task and Finish Group's verbal briefing note and six recommendations, which included further exploration of the two preferred options, be submitted to Cabinet for their consideration.

RESOLVED:

The Economy and Environment Overview and Scrutiny Committee agreed that the verbal briefing note from the Station Gyratory Task and Finish Group which included six recommendations of the Task and Finish Group be taken to the 8th July 2026 Cabinet meeting for their consideration. These recommendations were as follows:

- Continuing delivery of the Road Safety Audit recommendations via the contractor, which are currently progressing.

- Exploration of configuration changes to the bus stop and cycleway, with the exploration of alternative designs to address safety and usability concerns.

- The Task and Finish Group has specifically recommended:
    - Further exploration of Option 3 of the LUF2 Station Gyratory – Project Conclusion Options document which is 'Revert to 2 lanes of traffic'.
    - With Parallel exploration of Option 2 of the LUF2 Station Gyratory – Project Conclusion Options document which is 'Change Cycleway to shared use (bus/taxi/cycle)' to ensure a robust comparison.

- Clarification of the grant conditions and any potential clawback risk through officer engagement with the funder.

- Members have highlighted the need for a stronger evidence base to support decision-making, including:
    - Teleraam data capture, traffic modelling and signal timing analysis
    - Cycle usage data and validation of existing counts.

- The Task and Finish Group will:
    - Continue to operate as a collective advisory group, contributing to the development of recommendations.

12 **Economy and Environment Overview and Scrutiny Committee Work Programme**

The committee reviewed their work programme and noted that it was progressing at pace. Expressions of interest had been received for the Highways Contract Task and Finish Group, with further information due to be circulated shortly.

Regarding Pyrolysis, it was noted that both the Chairman and the Vice Chairman had received an initial briefing from the pyrolysis team. Councillors Mallon and Ritchie Simmons were asked to submit potential lines of inquiry and key questions to the Overview and Scrutiny Officer in order that the most appropriate scrutiny approach could be determined, either through a Task and Finish Group or consideration by the whole Committee, depending on the scope of the issues identified.

It was noted that a site visit and all member briefing in relation to the Riverside project was currently being arranged, with the 15th July having been identified as the likely date.

Regarding the Licensing Task and Finish Group, it was reported that terms of reference had been drafted and were due to be discussed with the newly appointed Service Director Legal and Governance before wider circulation.

Regarding the North West Relief Road, it was proposed that a half day session be held to consider the implications of its cancellation. This would include consideration of the impact on traffic movement, congestion, the A5, Oxon Link Road, the financial situation as well as the implications around the Local Plan, planning, development and infrastructure. A question was asked regarding whether the session would also provide an opportunity for external groups who had concerns about how the project had been handled to make their points and consider whether lessons could be learnt for the future.

It was noted that a report on library services was expected in the autumn and that flooding, as a statutory responsibility of the Committee, would likely be considered in November. Waste would also be considered at a future point.

The Inclusive Growth Strategy was expected to be considered at the committee's January 2027 meeting, ahead of its consideration by Cabinet in April. The Service Director Place Shaping explained that the strategy would support economic development, skills, employment and wider wellbeing objectives, while taking account of emerging devolution proposals and spatial development strategy work.

It was noted that traveller sites which had been raised during the committee's recent work programming session would be referred to the Housing Overview and Scrutiny Committee, as the more appropriate committee to consider this matter. The matter of school streets had also been raised and this would be further looked into.

Members indicated that they were content with both the proposed work programme and approach for progressing the identified areas of work.

13 Exclusion of Press and Public

RESOLVED:
That, in accordance with the provisions of Schedule 12A of the Local Government Act 1972 and Paragraph 10.4 (3) of the Council's Access to Information Procedure Rules, the press and public be excluded from the meeting during consideration of the following items.

14 Highways - Six Month Follow Up of Actions Against Task and Finish Group Recommendations

The committee considered the exempt six month update regarding the progress of the recommendations made by the Highways Task and Finish Group.

15 **Date/Time of Next Meeting of the Committee**

It was noted that the next meeting of the Economy and Environment Overview and Scrutiny Committee was scheduled to be held on Thursday, 12th November 2026 commencing at 6.00 p.m.

Signed ..... (Chairman)

Date: .....

Draft Document 1 for Discussion – Highway Infrastructure Asset Management Policy

The Council is seeking feedback from members through its Scrutiny arrangements to inform policy and strategy development. The following document is part of a compendium intended to both inform and define how the council's highway asset is inspected and maintained.

at

Economy and Environment Overview and Scrutiny Committee Meeting on

1 September 2026

Shropshire Council is committed to adopting an asset management approach for maintenance and improvement of the county's highway network. The Council places a high significance on its highway network, its most valuable asset. The network is vital to the wellbeing of our residents and businesses and is fundamental to the quality of life in Shropshire.

An asset management approach enables informed decisions to be made about maintenance and improvement through the understanding of how resources can be deployed most effectively, what stakeholders expect, how much investment and maintenance funding is needed to support our aims and identifying and managing risks associated with carrying out our statutory duties.

Managing the highway asset, we aim to:

- improve road safety for everyone in Shropshire
- ensure the long-term quality and resilience of our transport system through appropriate investment and maintenance.
- make walking, wheeling and cycling the best choices for local journeys
- protect our natural, built and historic environment from the negative impact of traffic and transport.

Delivering our highways asset management strategy, we will:

- Fulfil our statutory duties.
- Maintain highway infrastructure in a condition that is fit for its purpose.
- Consider all users when we plan maintenance or improvements on a street.
- Remember that 'prevention is better than cure' when planning maintenance.
- Ensure that our activity and plans are led by evidence.
- Maximise the benefits of investment by making decisions based upon the whole life cost of maintaining our assets and balancing competing needs across the highway network.
- Use our understanding risk to make better decisions about reactive, cyclical and planned maintenance activities.
- Take account of the impact of our decisions on the environment and sustainability.
- Listen to our customers and clearly communicate our actions.

Draft Document 2 for Discussion – Highway Infrastructure Asset Management Strategy

The Council is seeking feedback from members through its Scrutiny arrangements to inform policy and strategy development. The following document is part of a compendium intended to both inform and define how the council's highway asset is inspected and maintained.

at

Economy and Environment Overview and Scrutiny Committee Meeting on

1 September 2026

1 INTRODUCTION

This document sets the strategic direction that the Shropshire Council will adopt in how highway infrastructure assets will be managed and how the Highway Infrastructure Asset Management Policy will be followed. The Policy is a high-level document that confirms the Council's commitment to Highway Infrastructure Asset Management.

Asset Management is a process of stewardship that looks to get the most out of the assets for the benefit of stakeholders. It acknowledges that assets have a life cycle where these respond to their environment and normally deteriorate with use. It allows the Council to understand how the assets are performing, what levels of investment are needed and to manage risks associated with these assets. The process improves transparency and accountability, and should result in better value for money and improved customer service.

This strategy considers what is required in terms of asset management activities (the framework) as well as what is required for each type of asset in order to meet the challenges identified. It applies to all who manage Shropshire Council's highway infrastructure.

The highway network in Shropshire is extensive, comprising over 5,100 km. The network provides essential links between communities and key services. Strategic Routes provide connections between the main towns within Shropshire and beyond as well as connections to the national Strategic Road Network.

The highway network supports almost all travel in Shropshire whether by motor vehicle, public transport, cycle or on foot. For many rural communities, there exists few reasonable routes to connect them with key services. When these are not available, the communities can be subject to long diversions or even severed from services. The resilience of the road network is therefore vital.

The highway network is an intrinsic part of life in Shropshire. It supports all of the Council's priorities. Moreover, it is critically important to our communities and local businesses whom will have their own priorities. A healthy county needs a healthy highway.

2 ASSET MANAGEMENT FRAMEWORK

An Asset Management Framework has been adopted in line with the current best practice as shown in Figure 1.

The framework sets out how asset management planning operates at the Council. Each area of the framework (Context, Planning, Enablers and Outcomes) is covered in this Strategy for all stakeholders. The review sets out the current state of the asset and is produced at regular intervals, in line with the Council's reporting requirements. More detailed, technical plans and documents support this strategy and provide a more focussed service-level description of the approach.

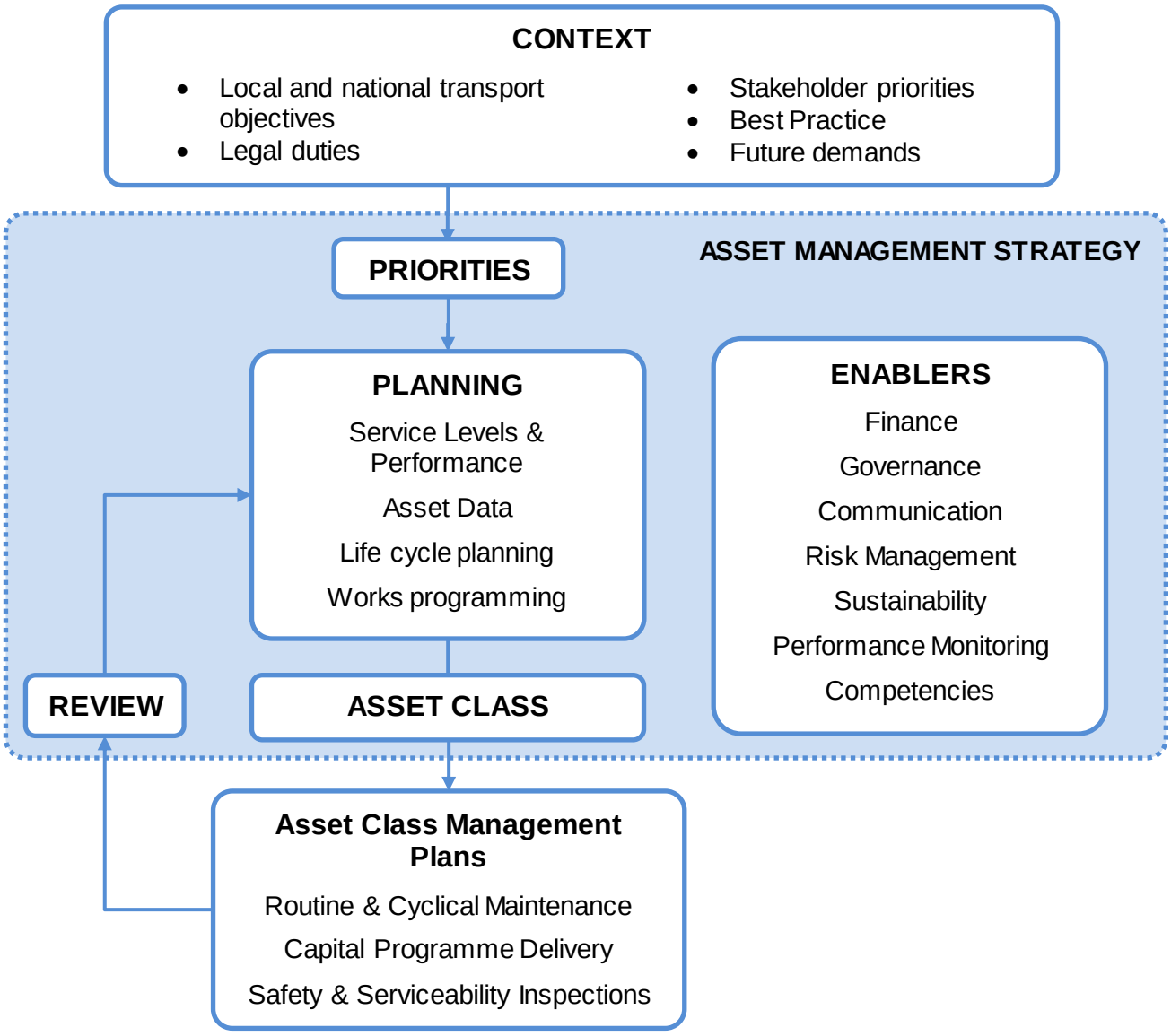

Figure 1. Asset Management Framework

3 CONTEXT

3.1 What are Highway Infrastructure Assets

Highway infrastructure assets work as a system of elements to facilitate journeys and create a place. There are many different types of highway infrastructure asset and the main asset groups are carriageway, footway, street lighting, traffic signal, structures (bridges) and drainage.

Each asset performs a specific function and as such contributes to the overall level of service. These are discussed in more detail in the summary asset life cycle plans.

Figure 2. Types of Highway Infrastructure Assets

In addition, the following highway infrastructures assets are present including: signs and lining, highway trees, street furniture, road restraint systems. These assets are covered by this strategy but they are not specifically dealt with.

Some infrastructure assets on the highway are owned or managed by third parties; these are not covered by this strategy. Examples of such assets include: covers for access to utilities, bus shelters which may be managed by town or parish councils and railway bridges which are managed by Network Rail.

This network has evolved over generations rather than having been constructed to known standards. Consequently, knowledge about the network is incomplete and the network itself is highly diverse in terms of its characteristics and performance leading to areas of strength and vulnerability. This diversity needs to be understood in order to best manage the condition of the asset.

Table 1. Summary of the highway infrastructure assets

Asset Group	Asset Type	Quantity	Unit
Carriageways	A Roads	450	km
	B & C Roads	2325	Km
	Unclassified Roads	2340	Km
Footways and Cycleways	Footways	1,414	Km
	Cycleways	70	Km
Structures	Bridges and large culverts	835	Number
	Small bridges and culverts	175	Number
Street Lighting	Street Lights	20,329	Number
	Illuminated Signs and Bollards	2,822	Number
Traffic Signals	Signalised crossings	85	Number
	Zebra crossings	75	Number
	Junctions	44	Number
Drainage	Gullies and Catchpits	92,278	Number

3.2 Stakeholder priorities

The Council participates in the National Highways and Transportation Public Satisfaction survey. This survey is sent to a random sample of residents each year and allows the Council to benchmark its performance across a range of themes with other Councils. As part of this survey, people are also asked how important different aspects for Highways and Transport are to them and how satisfied they feel about them. This knowledge will help set the priorities for this plan.

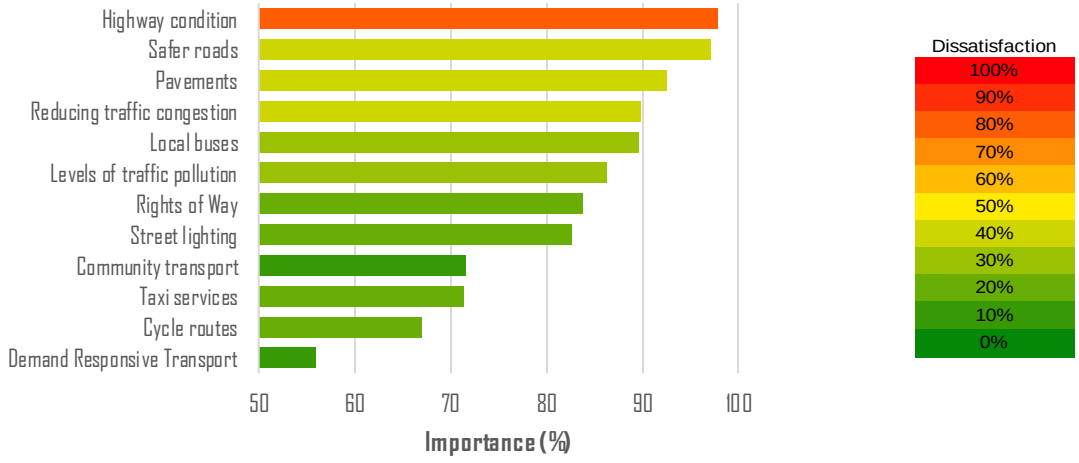

Figure 3. Importance and Satisfaction

The most important aspects to our residents (in order) are highway condition, safer roads and pavements. Furthermore, the aspect that needs most improvement is highway condition.

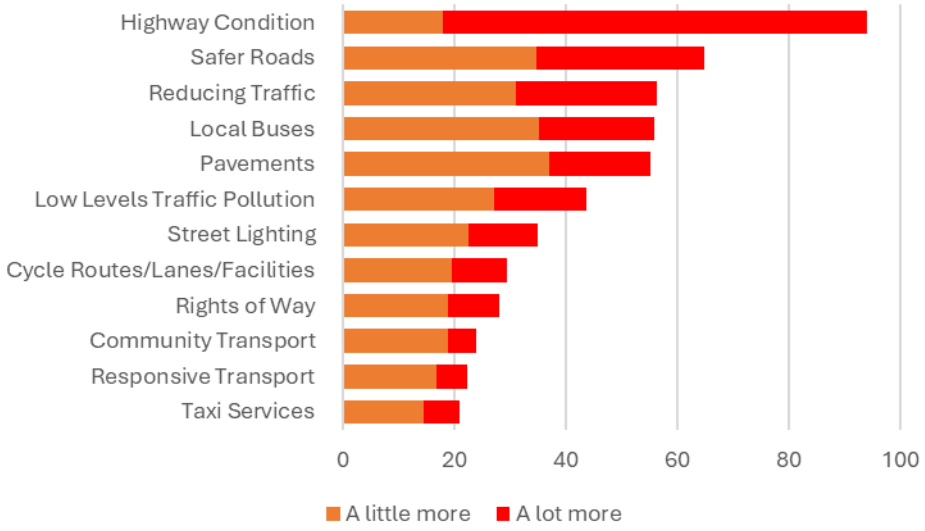

Figure 4. Percentage of people advocating more spending by aspect

Figure 4 indicates that almost all residents want more money to be spent on improving highway condition. Spending more money on safer roads was also indicated.

The survey has specific sections which assess the level of satisfaction against many aspects of roads (carriageways) and pavements (footways), as well as the activity of highways maintenance. The top three aspects which require improvement in these areas are:

Roads	Pavements	Highways maintenance
Speed of repair to damaged roads	Speed of repair to damaged pavements	Deals with potholes and damaged roads
Condition of road surfaces	Pavements being kept clear of obstructions	Cuts back overgrown hedges or trees
Quality of repair to damaged roads	Weed killing on pavements	Deals with flooding on roads and pavements

There is a clear theme of investing in roads and footways by repairing potholes and damage properly.

In addition, keeping pavements clear of obstructions such as overgrown hedges and trees is important as routine work such as maintaining drainage and weed killing are priorities to our residents.

3.3 Local objectives

This Highway Infrastructure Asset Management Strategy is aligned and supports the priorities of the Shropshire Corporate Plan (2026 - 2030). The six priority ambitions of this plan are:

- People live in safe, inclusive places with homes that meet their needs.

- Everyone has the opportunity to be healthy and to thrive at every stage of life.
- Communities that are connected by well-maintained roads, accessible transport and infrastructure. Focussing on tackling potholes and improving the condition of our roads.
- An environment that harnesses our natural assets, and supports wellbeing.
- A Council that is financially sustainable, with clear priorities and purpose, and a workforce supported to excel.
- A thriving economy that benefits everyone

The priorities in this strategy have also been aligned with the emerging Local Transport Plan 4, the following statements reflect the currently proposed plans.

- We will improve road safety for everyone in Shropshire
- We will make walking, wheeling and cycling the best choices for local journeys
- We will ensure the long-term quality and resilient of our transport system through appropriate investment and maintenance. In particular, improving the condition of walking, wheeling and cycling routes so they are safe, reliable and easy to use.
- We will protect our natural, built and historic environment from the negative impact of traffic and transport.

These ambitions have been aligned with the Level of Service in this Strategy.

3.4 National transport objectives

Highways that are managed by the Council are also a component of the national highway network. Central government, is a key stakeholder in the local highway network in terms of investment and the wider role it has as part of the national highway network; it has its own political and strategic objectives. The Council must acknowledge national objectives in addition to local needs to ensure that it continues to meet its duties and optimises the opportunities for funding from central government.

The Government's plan 'Decarbonising Transport: A Better, Greener Britain' includes the following priorities relevant to this asset management strategy.

- Public transport and active travel will be the natural first choice for our daily activities.
- We will ensure infrastructure will not be a barrier to the zero-emission transition

The Department for Transport are requiring local highway authorities to prepare public Transparency Reports as part of their Incentive Element regime. Using the information provided in the Transparency Reports, the Department is also rating authorities according to the condition of local roads, how much each authority is spending on maintenance and how effective each local highway authority is following bets practice.

3.5 Legal duties

In managing highway infrastructure, the Council has to comply with many legal duties. Those duties that are specifically aimed at the authorities, such as the Highways Act (1980), are the responsibility of the elected members. The key duties from legislation are listed in Table 2.

Table 2. Key duties around the management highway infrastructure

Legislation	Places a duty on the Council to…
Highways Act (1980)	Maintain highways and to take all reasonable care to ensure that highway is not dangerous to traffic
Traffic Management Act (2004)	Keep traffic moving
Road Safety Act (1988)	Promote road safety and to undertake studies to reduce the risk of accidents
Flood and Water Management Act (2010)	To investigate the causes of flooding and to undertake measures to reduce flood risk as the Lead Local Flood Authority.

There is other legislation that applies to the Council in general; these can also be the responsibility of Council Officers and Service Providers. Such legislation covers Health and Safety, the Environment, Equality, Human Rights, Civil Contingencies and other local government legislation.

3.6 Best practice

Shropshire Council has adopted the code of practice "Well-managed Highway Infrastructure". The Code is designed to promote the adoption of an integrated asset management approach to highway infrastructure based on the establishment of local levels of service through risk-based assessment.

A range of best practice guidance is available such as 'Inclusive Mobility - A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure', 'Designing for Walking - CIHT' and 'Cycle Infrastructure Design - Local Transport Note 1/20'. It is noted that much of this guidance is about new infrastructure rather than the maintenance of existing infrastructure; however, these documents will be used to seek opportunities for the improvement of highway infrastructure whilst delivering the core objectives of this strategy.

3.7 Future demands

Highway infrastructure assets are typically in service for 25 years or more. In planning new, maintained or replacement assets, the future demands on that asset must be considered.

A healthy environment is a key priority for the Council. Protecting our outstanding natural environment and our historic built environment is a key part of our asset management approach. This priority will be addressed by considering the impacts of maintenance on biodiversity and planning work to maximise sustainability; an example of this would be to invest in preventative maintenance to prolong the life span of assets. Reducing the effects of

maintenance of climate change is a priority, we will adopt proven low carbon technologies and consider the whole-life carbon impact of our maintenance decisions.

Shropshire Council has declared a climate emergency, therefore the Council's actions to manage highway infrastructure will be crucial in reducing the impact on climate change; moreover, climate change will impact on how the network is managed with hotter, wetter summers and a greater incidence of severe weather.

The effects of climate change are accepted as inevitable and will likely lead to a greater need for resilience. In addition to a strategic resilient network, an understanding of how the network can keep communities connected will be important both in planning routine maintenance and planning emergency response during severe weather. In additional there will be a need to protect highways surfaces from accelerated deterioration due to the effects of flooding and ice by maintaining a sealed surface and keeping drainage working.

The development of the highway network will create additional roads and footways that will also create additional structures, drainage, lighting and signals. The nature of Shropshire has meant that the impact of this development, compared to the size of the network is limited.

The nature of the traffic is expected to change. This will affect customer expectations about the asset and also the rate of deterioration. The key changes that are envisage are:

- The migration to more active travel will mean that the relative importance of the condition of footways and cycleways to our customers will be increased.
- Motorised traffic loading will change. It is anticipated that the number of vehicles will increase, in particular the use of light goods vehicles for home deliveries. In addition, the migration away from internal combustion engine vehicles are likely to result in heavier vehicles with greater torque that will likely increase the demand on road surfaces.
- The use of larger agricultural vehicles and HGVs serving rural businesses will place additional loading on the most vulnerable parts of the network.

4 PRIORITIES

Highway Infrastructure Asset Management priorities have been formed to support the Local Transport Plan actions.

Priority 1: We will improve road safety for everyone in Shropshire

Repairing damaged roads and footways is the main area of improvement highlighted by stakeholders. Our primary focus will be reducing the number of potholes on the network through:

- Reducing the risk of flooding on the highway
- Prioritising permanent rather than temporary repairs
- Targeting investment at reducing pot holes
- Having a focus on preventative maintenance

Where potholes appear, we will

- Inspect the defects and assess the risk.
- Remedy the defect on time according to risk.
- Implement an agile regime to allow reactive work to be remedied by planned resurfacing if needed.
- investigate whether drainage cleaning would prevent further potholes from appearing where there are significant potholes, and if so clean out the drainage.

We will continue to manage the risk of wet-skidding accidents on main roads and we will use special at locations where they are most effective.

Priority 2: We will ensure the long-term quality and resilience of our transport system through appropriate investment and maintenance.

Our priorities are:

- Improving the condition of Strategic Roads, Main roads, Rural Link roads.
- Improving the condition of walking, wheeling and cycling routes so they are safe, reliable and easy to use.
- Maximising the available funding for highways maintenance by meeting UK Government funding criteria.

Longer term, we will seek to understand how changes to traffic are impacting on the long-term needs our highway network by gathering intelligence. The study will look at the impact of agricultural traffic and commercial vehicle use.

Priority 3: We will make walking, wheeling and cycling the best choices for local journeys

Our priorities are:

- Improving the condition of walking, wheeling and cycling routes so they are safe, reliable and easy to use.
- Using our powers to ensure the highway is available for all by removing obstructions on footways, dealing with overgrown hedges or trees and ensuring that crossovers do not unduly impact on the use of footways and cycleways.

Longer term, we will seek opportunities to rebalance road space during maintenance and considering how maintenance of highway infrastructure can positively influence the choice of public transport, walking and cycling.

Priority 4: We will protect our natural, built and historic environment from the negative impact of traffic and transport.

We will tackle climate change by

- Seeking to upgrade street lights to LED lighting where appropriate.
- Understanding how our policies and contracts impact on carbon so that low carbon options could be chosen.

We will protect the environment by:

- Considered the way that roadside verges are managed
- Selecting maintenance treatments that are appropriate to the street
- Carefully considering how work in the programme can be adapted to mitigate noise
- Working in partnership with National Highways to reduce air pollution
- Supporting active travel

Longer term, we will make sustainable choices by considering the whole life impacts of our decisions on our natural, built and historic environment.

5 PLANNING

5.1 Service Levels and Performance

Levels of service are simple statements that describe the performance of highway infrastructure assets in terms that stakeholders can understand. Performance measures are used to demonstrate the levels of service and are defined in the Performance Management Framework.

Objectives and Levels of service have been defined based on the key aspects of highway maintenance as set out in the Code of Practice ("Well-managed Highway Infrastructure"), these have been aligned to the Council's Local Transport actions in Table 3.

Table 3. Service Levels

Local Transport Action	Maintenance objective	Service Level
We will improve road safety for everyone in Shropshire	Network Safety	Complying with statutory obligations Meeting users' needs for safety
We will make walking, wheeling and cycling the best choices for local journeys We will ensure the long-term quality and resilient of our transport system through appropriate investment and maintenance.	Network Serviceability	Ensuring availability Achieving integrity Maintaining reliability Resilience Managing condition
We will protect our natural, built and historic environment from the negative impact of traffic and transport.	Network Sustainability	Minimising cost over time Maximising value to the community Maximising environmental contribution
	Customer Service	Satisfaction communication information

The Service Levels are monitored using the Performance Management Framework.

5.2 Asset Data

Asset data is information on what physical highway infrastructure assets an authority has responsibility for and includes number, location, performance, financial value and public opinion.

We will actively manage asset data so that the authority can:

- define the type and number of highway infrastructure assets
- monitor performance;
- make effective and informed decisions;
- manage risk
- determine the required level of investment
- comply with statutory requirements.

We ensure that all data is created according to the requirements set out in an asset data management plan that:

- sets out detailed requirements for the creation of asset data.
- identifies how asset data is stored in asset data systems.
- identifies which stakeholders use the asset data and for what purpose it is used.
- explains how asset data is to be maintained, the currency and accuracy of data will be confirmed by regular data audits.
- sets out how redundant asset data is disposed; whether data be deleted or archived.

5.3 Lifecycle Planning

Asset management requires the long-term consideration of the impact of investment and maintenance strategy; this is called lifecycle planning. Life cycle plans enable the council to:

- Understand the future performance of highway infrastructure assets and wider impacts for different levels of investment and different maintenance strategies. Wider impacts will include the effect on the environment, carbon emissions and future resilience.
- Determine the level of investment required for an appropriate maintenance strategy to achieve the required performance or the performance that will be achieved for defined level of investment.
- Support decision making, the case for investing in maintenance activities and demonstrate the impact of different funding scenarios.
- Minimising costs and environmental impacts over the lifecycle while maintaining the required performance.

Lifecycle plans can vary in complexity. Life cycle plans will be developed that are appropriate to level of investment and risk associated with the asset group.

5.4 Works Programming

An integrated works programme will be maintained covering all capital investment on highways infrastructure. The programme includes forward plans, work in preparation and the annual works programme.

The integrated works programme allows for work to be shared with stakeholders in advance including external stakeholders. Sharing knowledge and future plans enables work to be coordinated internal and with third parties, reducing risks to all. In addition, sharing allows for early engagement with local communities, increasing transparency and ensuring that limited resources are targeted in the right place.

The annual works programme will be made available on the Council website.

6 ENABLERS

6.1 Finance

Sources

Funding for highways comes from many sources and is split into two types of funding, capital or revenue. Capital funding is provided by central government or through public borrowing. Revenue funding that supports routine maintenance is supported by locally raised revenues.

For the period 2025/26 to 2029/30, the Department for Transport have split the funding for highways maintenance into a baseline level of funding and an 'Incentive Element'. The 'Incentive Element' of funding is conditional on criteria that must be met by local highway authorities and is a significant proportion of the overall available investment and is an essential part of fulfilling the objectives of this strategy.

For the creation of new highway infrastructure, capital funding is most commonly secured from local developments but can also be secured for specific projects from the Local Enterprise Partnership or central government. Maintenance of highway infrastructure is funded according to whether it improves the asset (capital) or simply ensures that it continues to function (revenue).

Asset Valuation

Whole of Government Accounting (WGA) principles allow infrastructure assets to be valued using a consistent methodology across all types of public assets. Under WGA, the value of a bridge can be robustly compared to the value of a school. His Majesty's Treasury are seeking to adopt WGA across all public sectors.

For the highways infrastructure asset management purposes, WGA provides a useful overall value for the assets but also a measure the in-year consumption of the asset. The in-year consumption of the asset can be used to assess whether the level of funding is correct.

Balancing funding priorities

The majority of funding for highway maintenance investment comes from the DfT Highway Maintenance Block allocation. The initial budget is apportioned according to a needs-based formula which underpins the DfT allocation.

Life cycle planning is used to understand the budget needs against the initial budget and the long-term risks that this presents, such as the effect on whole life costs and future performance. The initial budget is the adjusted to manage these risks.

In addition, many other factors are considered to determine the allocation of budgets for work; these include:

- coordination of schemes with work by internal and external stakeholders
- ensuring that schemes help achieve Council objectives
- managing known delivery risks
- addressing community concerns

6.2 Governance

The Portfolio Holder for Highways is the sponsor for the asset management approach as set out in this strategy. They, along with the wider Council, are the senior decision makers.

The asset management approach is led by the Head of Highways. The Head of Highways chairs a monthly Asset Management Group which covers all aspects of the asset management framework (Figure 2) with regular updates for risk management and performance. The Group is formed of the Asset Management leads and representatives from the Highways Alliance.

The Asset Management Group leads on the regular review of the Strategy.

6.3 Communication

The Council has a number of channels to receive feedback. Service requests can be made using the Council website or the Customer Service Centre. Social media is monitored to understand what the public is saying about the service in general.

In addition, the Council participates in the National Highways and Transportation public satisfaction survey. This survey asks a randomly selected sample of our residents about levels of satisfaction with a range of services including those relating to the service provided by highways infrastructure.

For planned work, the Council collaborate with Alliance partners to ensure that appropriate communication is made to the right stakeholders at the right time using the right channel. These channels include letter drops, website and social media notifications and data published on Roadworks.org.

6.4 Risk management

The Council have embraced a risk-based approach to all aspects of highway maintenance and as such, it is a corner stone of this plan. In applying the approach to specific elements of the service, we follow the priorities set out in the Strategy and consider local needs and affordability. Our risk-based approach to highway infrastructure maintenance is to:

- maintain alignment with the Council's corporate and local transport objectives, legislative requirements, and the corporate approach to risk and management of risk;
- develop an understanding of risk throughout the highways service and its application to all areas of operations, including people, infrastructure, data, finance and suppliers;
- develop an understanding of the potential risks and their likely significance to users, stakeholders, the authority and to the asset data and information held;
- ensuring that our asset data adequately reflects the function, criticality, sensitivity, characteristics and use of our highway infrastructure assets;
- establishment of functional hierarchies and levels of service with appropriate funding.
- A resilient network and critical infrastructure has been identified; highways infrastructure assets supporting the resilient network are given priority for funding to ensure continuity of service;

- ensure that the appropriate competencies have been used to develop and implement of the risk-based approach; and
- undertake regular evidence-based reviews of risk.

Risks arising from the management of highway infrastructure assets that affect the achievement of the Council's priorities are reported using links with the corporate risk register which is managed in line with an Opportunity-Risk Management framework.

6.5 Sustainability

Sustainability is a thread which links together all of the Council's highway infrastructure asset management activity. It is therefore essential that decision making considers the social and environmental impacts as well as the economic impacts from highway infrastructure.

The Code of Practice sets out the following priority areas from the UK sustainable development strategy, 'Securing the Future':

- Climate change and energy;
- Natural resource protection and environmental enhancement;
- Sustainable communities; and
- Sustainable consumption and production.

This strategy covers how the Council will manage its highway infrastructure assets to address each of these priorities.

Climate change

The Council adopted a climate change strategy and a Corporate Climate Action Plan (Shropshire Council, 2020). This action plan covers all of the Council's activities. The actions that are relevant to the highway infrastructure asset management are listed below with reference to the action number in the plan:

The Council will:

- Seek to upgrade street lights to LED lighting where appropriate.
- Understand how our policies and contracts impact on carbon so that low carbon options could be chosen.
- Prepare a pipeline of bids in advance for active travel funding

The Department for Transport has published a plan called "Decarbonising Transport – A Better Greener Britain" which includes a number of commitments. Of particular relevance for highway infrastructure is the commitment to deliver "the Prime Minister's bold vision for cycling and walking investing £2 billion over five years with the aim that half of all journeys in towns and cities will be cycled or walked by 2030" and "a world class cycling and walking network in England by 2040". Shropshire Council are currently developing a Local Cycling and Walking Infrastructure Plan (LCWIP) which supports the national plan for decarbonising transport.

When planning investment throughout the duration of this asset management plan, Shropshire Council will seek to consider the objectives of the LCWIP as part of the sustainable choices.

For work undertaken on highway infrastructure, the Council will be guided by the hierarchy of carbon reduction potential as presented in the Infrastructure Carbon Review (HM Treasury, 2013). For the highway asset management strategy, the hierarchy will be:

- Build and maintain nothing - Can the asset be decommissioned or not yet replaced?
- Build and maintain less – Using asset data and preservation techniques to time interventions so that the maximum life of treatments is achieved.
- Build and maintain clever – Design to using low carbon materials and replace only the optimum amount of the asset.
- Build and maintain efficiently – Embrace new technology and eliminate waste.

Protection of the environment

Shropshire Council are trialling a number of changes to the way the roadside verges are managed. These changes include identifying existing wild flower areas and reducing the frequency of cutting in these areas, as well as creating new wild flower areas.

The Council will monitor the success of these actions and incorporate them into the HIAMP as appropriate.

The conservation and enhancement of streets can provide high value to the community and local economy. In undertaking maintenance, the Council will consider the risks and opportunities locally for the choices it needs to make. In general, maintenance will be selected that is appropriate for the street and funded from existing capital funding; exceptionally additional funding will be needed to enhance specific parts of the highway.

DEFRA area have produced strategic noise maps under the European Noise Directive. Using these maps, the Council can consider how work in the programme could be adapted to mitigate noise in high-risk locations. The costs and benefits of reducing noise will be carefully considered.

Shropshire Council has a Local Air Quality Management System and provide reports annually to DEFRA. It is recognised that road traffic on Shropshire's network and National Highways network is the main source of pollutants. The Council's approach to reducing air pollution is to continue to work in partnership with National Highways as required, supporting active travel and to promote the use of EVs through the provision of EV charging points.

Sustainable choices

The majority of investment in highway infrastructure is in maintenance. The Council will consider the whole life impacts of maintenance decisions in order to achieve the highway infrastructure asset management objectives as well as the Council's environmental objectives. Analysis of the whole life impacts will consider:

- The whole life costs including installation, operation, maintenance and, where appropriate disposal
- How to minimise the waste produced during maintenance
- Reducing carbon emissions from operations by improvements in planning and using a lower carbon fleet
- The emitted carbon throughout the lifecycle of the asset

- Opportunities to promote active travel
- The impact of timing of investment
- Opportunities to protect natural resources and enhance the environmental
- Maximising the benefits of highway maintenance for our local communities

To help confirm these choices, a number of sustainability indicators will be included in the performance management framework.

6.6 Performance monitoring

A Performance Management Framework has been defined which links the objectives of this strategy to the levels of service. The Framework is built on statutory condition indicators, local performance reporting and customer satisfaction measures. Performance is monitored as part of the formal review of this strategy in order to assess progress in delivering the objectives and to recommend improvement.

All the indicators are reviewed at least annually as well as on-going monitoring of monthly measures in line with the overall governance of asset management practice as set out in Section 6.2.

As well as a number of technical performance indicators, the Framework includes a number of public interest indicators that are also published on the Council's website.

6.7 Competencies

The UKRLG (UK Roads Leadership Group) have published an Asset Management Competency Framework to support the development of appropriate competencies nationwide.

Competencies will be assessed using the UKRLG Asset Management Competency Framework at the authority level while the detailed development plans identify actions needed by the role or individual as required.

Competencies and training needs are identified in a competency development plan.

7 ASSET CLASS STRATEGIES

Concise strategies have been produced for the following main asset classes:

- Carriageways
- Footways and cycleways
- Structures
- Street lighting
- Traffic signals
- Highway drainage systems

For each class of asset, the lifecycle strategy plan sets out the extent of the asset, the condition that it is in (if known), an overview of the challenges for that asset class including risks, the maintenance strategy to be adopted and a short statement about the outcomes.

Carriageways form the main element of the highway asset, these range from busy A class roads to minor lanes; some carriageways are unmetalled.

Knowledge

The Council maintains 5,168 km of carriageway. The network is characterised by minor rural roads (70%), urban roads (20%) and strategic links (10%).

More than 12% of roads have deteriorated to a stage that they are 'functionally impaired'. Main A and B roads are in better condition overall than C roads and Unclassified roads. Of particular concern is the condition of C roads where more than 17% could be are 'functionally impaired'.

Customer satisfaction with highways maintenance, most notably carriageways, is low.

Key challenges

- The asset has suffered from years of under-funding leading to aged surfaces which allow water to penetrate and potholes to form. This is a considerable threat on minor rural roads which comprise more than two-thirds of the network.
- Home deliveries, rural diversification and modern farming methods mean that the way the rural network is being trafficked has fundamentally changed.
- Climate change has led to wetter winters (increasing potholes) and hotter summers (increasing the risk of road surfaces melting known as 'fatting').
- The structure of these roads has been evolved rather than designed; consequently, the construction is not consistent even where knowledge of the pavement exists.
- Utility openings are a constant threat to the condition of carriageway surfaces.

Strategy

- Reactive repairs can be a drain on Council resources, reducing these will enable more longer-term investment in the asset.
- Investment shall be targeted using clear evidence to get the greatest return.
- Preventative surface treatments shall be done at the right time.
- Ensuring that drainage systems operate effectively to reduce the impact of water either damaging the carriageway or posing a risk due to flooding.
- Lifecycle planning will be used to establish a baseline funding requirement for the network.
- Correct functioning of the drainage is crucial to the preservation of carriageway assets.
- Reactive repairs should be done 'right first time' and will be replaced with planned maintenance if this is the right treatment.
- Specialist materials will only be used where fully justified.
- The type of maintenance will match the function it needs to perform and level of service required.
- The risk of a wet-road skidding incident will be managed on main roads.

Outcomes

Carriageway condition is maintained with minimum whole life cost supported by sufficient steady state investment.

Footways and Cycleways facilitate people to travel on foot, by bicycle or 'wheeling'. For many vulnerable road users, footways are their only means to travel and access public transport.

Knowledge

The Council maintains approximately 1,400km of footways and 70km cycleways. Although the majority of footways and cycleways are in urban areas, almost a third of footways are in rural areas providing links within and between villages.

The condition of footways and cycleways is good considering the network as a whole but there are minor areas or concern.

Footways are seen as important by Stakeholders with reasonable levels of satisfaction. Key issues highlighted are speed of repair to damaged pavements, pavements being kept clear of obstructions and weed killing.

Key challenges

- Footways can be easily obstructed by parked vehicles and overgrown vegetation.
- The areas of structural impairment are small but significant. Typically, these are areas where is vehicles overrun.
- Home owners require a permitted 'crossover' to access property with a vehicle. Increased demand for parking has led to more crossovers in towns. If the appropriate permission has not be granted, the footway remains weak leading to damage on the highway.
- Climate change has led to wetter winters leading to standing water on the surface.
- A number of footways in our market towns are surfaced in specialist materials. Maintaining these footways can be a challenge and more expensive than other footways.
- Tree roots and utility openings are a threat to the condition of footway surfaces.
- Autumn leaf-fall can create slippery conditions for pedestrians and cyclists.

Strategy

- Investment shall be targeted using clear evidence to get the greatest return.
- Preventative surface treatments shall be done at the right time.
- Lifecycle planning will be used to establish a baseline funding requirement for the footway and cycleway network. This will include the identification of footways with special surfaces so that the additional funding requirements can be quantified.
- Establish a clear process for reporting and dealing with obstructions on the footway.
- Confirm the Council's policy on crossovers and implement improvements to protect the footway network.
- Reactive repairs should be done 'right first time' and will be replaced with planned maintenance if this is the right treatment.
- The type of maintenance will match the function it needs to perform and level of service required.

Outcomes

Footway and cycleway condition is maintained at current levels at minimum whole life cost supported by steady state investment.

Highway structures include bridges that carry the highway over obstacles such as water courses or other highways; culverts that allow water courses to pass under highways; retaining walls that retain material from encroaching the highway or supporting the highway itself; embankments and cuttings; and cattle grids.

Knowledge

The Council inspects and maintains a wide range of structures consisting of 835 bridges or culverts with a span of 1.5 m or greater and 175 smaller bridges or culverts, approximately 1,500 walls retaining a height of 1.35m or greater and 50 cattle grids. There are other minor bridges and culverts that are not inspected as a structure.

The current stock of bridges has an average condition score of 79 (April 2025), which is considered to be in a 'fair' condition.

Key challenges

- Detailed asset data exists for all types of structures with the exception of retaining walls. The cost of completing the inventory is prohibitive compared to the risk of failure against other priorities.
- Unless the current level of funding is maintained, there is the potential for a rapid decline in bridge condition, leading to an expanded backlog of maintenance and renewal works.
- Climate change will lead to increasingly frequent severe weather events and an increased risk of scour around bridge foundations and other structural damage.
- The materials used in the construction and maintenance of bridges have a large embodied carbon element and options for using alternative materials and maintenance techniques are limited.

Strategy

- We will continue to meet our statutory duties and maintain the bridge stock in a safe and serviceable condition by undertaking annual routine maintenance and
- We will continue to take a risk-based approach to prioritise our inspection, sub-standard monitoring of weak structures and works programmes in accordance with recommendation in the WMHI Code of Practice.
- We will form a three year strengthening/ replacement forward programme of works.
- Maintenance works schedules and strengthening programmes will be developed using works priority, cost and strategic weighted factors such as network hierarchy (including resilient network), obstacle crossed, heritage status and length of structure.
- Retaining walls will be managed using a reactive regime.
- We will develop life cycle models that will improve our understanding of the long-term impacts of different maintenance strategies on costs and carbon emissions and the level of investment that may be required to achieve our asset management objectives.

Outcomes

Our aim is to maintain the condition of highway bridges and structures in a good condition.

Street lighting includes all electrical equipment that illuminates features on the highway such as lighting columns, wall-mounted lights, subway lighting, illuminated bollards and illuminated signs.

Knowledge

Shropshire Council currently maintains 20,329 street lights. Of these, approximately a third are over 35 years old and 88% of the stock are low energy lighting. The majority of the existing columns are mild steel columns, there are also a significant number of reinforced concrete columns (686 or 3.4%).

A planned programme of upgrades has been completed significantly increasing the amount of low energy lighting. As well as reducing energy use, these modern lighting units allow for further efficiencies in their operations.

Challenges

- An ageing asset with a high proportion of columns reaching the end of their life.
- We have been capturing the cable network for street lighting in recent years to enable scheduled maintenance to be undertaken and plans provided to third parties on request, reducing risks relating to nearby works in the highway. It has become apparent that the type of connection on these networks is significant and we will also be capturing this data.
- Particular types of lighting column, such as concrete columns, are known to pose additional risk of sudden failure.
- A significant number of units are old and contain obsolete parts. When these require replacement, it is often necessary to replace a whole unit rather than a single component.

Strategy

- Minimise energy costs and carbon emissions by converting all appropriate lighting to LED and employ dimming in part night lighting areas.
- Arrest the decline in the street lighting stock by identifying appropriate levels of investment and prioritising the replacement of aged stock. A life cycle model is used to identify investment levels.
- A risk-based programme of structural testing to be used to identify high risk of failures and replacement columns that fail and inform a prioritised forward programme.
- Monitor higher risk assets and replace if any signs of failure emerge.
- The use of long-life aluminium columns will be considered where appropriate.

Outcomes

All lighting is upgraded to low energy lighting and deploy part-night lighting where appropriate.

The risk of failure of these assets is minimised.

Traffic signals perform an important role in managing traffic flow, improving safety and providing road crossings for pedestrians and cyclists. This asset group includes all powered equipment in the highway such as Vehicle Activated Signs, Variable Message Sign, rising bollards and Council maintained EV charging points; it excludes street lighting.

Knowledge

The Council is responsible for managing a wide range of traffic and pedestrian infrastructure, including 44 signal controlled junctions, 85 signalised crossings, and 75 zebra crossings. In addition, it oversees approximately 290 electronic signs, comprising Vehicle Activated Signs (VAS), Variable Message Signs (VMS), school warning "wig-wag" signs, and cattle crossing signs.

Challenges

- Overall, the traffic signal equipment across Shropshire is in relatively good condition, with only 4% of assets exceeding their 20-year design life
- There are very few junctions and crossings that are low-voltage; this is required for on-site safety.
- Asset data is held in multiple systems. The Confirm system holds much of the asset information needed for the asset management strategy. However, other information lies outside this system, notably in terms of detailed highways inventory information (held in a series of Excel spreadsheets) for Traffic Signals and Electronic signs.
- The maintenance contractor, SWARCO, also uses a bespoke system called ImTrac. ImTrac provides a comprehensive asset, fault and lifecycle management platform for traffic signal infrastructure, enabling efficient maintenance, data-driven decision making, and long-term investment planning

Strategy

- Continued investment in Shropshire's Urban Traffic Management and Control (UTMC) to ease congestion and improve maintenance response times.
- Upgrade existing junctions and crossings to low-voltages installations
- Undertake planned and cyclic maintenance of the traffic signal asset stock to minimise operating and replacements costs and to extend asset life.
- Identify maintenance needs and funding for a medium-term programme.
- Streamline the management of asset data and ensure that the solution is fit-for-purpose.

Outcomes

The asset is managed so that the age of the stock is less than 20 years old.

The risk of failure of these assets is managed to within acceptable levels.

This group encompasses a wide range of assets, varying from piped systems to open watercourses, which assist in the council's duty to safely drain the highway and provide opportunities for the council to meet its obligations under the Water Framework Directive.

Knowledge

Shropshire Council currently maintains around 92,000 gullies and catchpits.

Challenges

Whilst asset data exists with regard to the majority of highway gullies, information on the associated outfall systems, of various types, into which they discharge is very limited. The collection of such data is high cost and a data collection exercise for the entire asset cannot be justified. A risk-based approach to the collection of highway drainage asset data is therefore taken.

Limited data is available for subterranean assets such as pipework.

The successful operation of this asset group is ensured by revenue funding rather than capital funding.

The Council has moved to a reactive rather than cyclical maintenance regime for drainage. This means that there is limited intelligence on how the asset is performing.

Ditches can be crucial to prevent water on the highway in rural areas, there are often the responsibility of local land owners.

Strategy

- Use a risk-based approach to establish a cyclical cleansing operation on main roads.
- Ensure that cleansing means ensuring that the whole system is working not simply emptying the sumps.
- Investigate the use of SMART technology to remotely monitor key locations.
- Whenever new drainage assets are provided the as-built details are added to the asset register.
- For the existing highway drainage systems, there are no proposals to record all outfalls; however, where any investigation to improve drainage is required, that information is captured and recorded.
- Continued to deliver drainage improvement schemes using a prioritised programme of work.
- We will continue to work in partnership with other organisations and to deliver other benefits, such as those required by the Water Framework Directive, will also be sought.
- Encourage local land owners to maintain their drainage assets.

Outcomes

To meet statutory duties and maintain a safe, in flood risk terms, highway by continuing to assess and prioritise high risk flooding issues and programme them accordingly.

Minimising the impact of water on carriageway and footway surfaces.

8 REVIEW

Progress with delivering the Highway Asset Management Strategy is monitored annually to ensure it remains aligned with network needs, statutory requirements, and the council's wider transport and corporate priorities. This monitoring is overseen by the Asset Management Group and reporting to the Head of Service.

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Draft Document 3 for Discussion – Highways Safety Inspection Manual

The Council is seeking feedback from members through its Scrutiny arrangements to inform policy and strategy development. The following document is part of a compendium intended to both inform and define how the council's highway asset is inspected and maintained.

at

Economy and Environment Overview and Scrutiny Committee Meeting on

1 September 2026

Highway Safety Inspection Manual

Update – July 2026

CONTENTS

1 INTRODUCTION

Safety inspections are an important means of keeping the highway safe for the travelling public. They are also vitally important in court cases for providing evidence that Shropshire Council takes a responsible attitude to its duties as a highway authority. If a highway user suffers a loss that is attributed to a failure to maintain a section of highway, then the highway users may claim damages from the highway authority unless it can prove "that the authority had taken such care as in all the circumstances was reasonably required to secure that the part of the highway to which the action relates was not dangerous for traffic". The number of claims must be controlled as these have an impact on the highway maintenance budgets.

The Council's safety inspection manual has been developed following the guidance within the current Code of Practice "Well-Managed Highway Infrastructure" (UKRLG, 2016) and its legal requirements as set out in the Highways Act (1980). Highway safety inspections are carried out for the following reasons:

- To meet the Council's duty to maintain the highway.
- To identify defects that are likely to create a danger or serious inconvenience to highway users or the wider community and to determine the degree and timing of repairs.
- To provide additional intelligence on the condition of the network for wider asset management purposes including optimisation of asset life cycles, prioritisation of funding and scheduling of works programmes.
- To provide an adequate defence against highway claims under Section 58 of the Highways Act 1980.

This inspection manual sets out the Council's requirements for highway safety inspections. Safety Inspections are designed to identify all defects likely to create danger or serious inconvenience to network users or the wider community. Following the identification of a defect identified as detailed in Section 5 of this document, the risk due to a hazard is assessed on site and an appropriate priority response assigned.

This safety inspection manual provides guidance on the classification of defects according to risk. It is expected that Inspectors will apply their knowledge and experience to undertake a dynamic risk assessment of the risks as they see it but if in any doubt they should seek advice from their supervisor. Each and every such decision could be critical to the safety of network users and may also potentially be subject to legal scrutiny in the event of an accident occurring at or near the site. In such circumstances complete and accurate records will be essential to show a competent evaluation has been made and, where appropriate, suitable corrective measures have been initiated.

2 SCOPE

Safety inspections will be carried out on all features within the highway on carriageways, footways and cycleways as set out in the Highways Infrastructure Asset Management Plan. Some features will only receive a superficial visual inspection and obvious defects reported to the relevant person or organisation responsible for its maintenance; such features include:

- Highway structures;
- Street lighting;
- Traffic signals;
- Highway trees;
- Statutory undertaker's equipment in the highway;
- Features maintained by other authorities including Highways England, Network Rail and town and parish councils.

These following deficiencies are to be looked for during safety inspections. It is provided as a check list only, is not exhaustive and should be adapted to suit local circumstances.

- Debris, spillage or contamination on running surface or hard shoulder;
- Displaced road studs lying on running surface;
- Overhead wires damaged or unstable;
- Damaged and exposed electrical wiring;
- Embankments and cuttings apparently unstable;
- Trees with loose branches or apparently unstable;
- Signs, signals or lighting damaged, defective, missing or unstable;

- Road markings and studs missing, misleading or badly worn;
- Signs, signals or lighting dirty or obscured;
- Sight-lines obscured by trees, unauthorised signs and other obstructions;
- Safety fencing, parapet fencing, handrail, and other barriers missing or defective;
- Abrupt level differences in the running surface;
- Potholes, cracks or gaps in the running surface;
- Crowning, depression and rutting in the running surface;
- Edge deterioration of the running surface;
- Kerbing, edging or channel defects;
- Rocking or otherwise unstable footpath or cycleway surfaces;
- Apparently slippery running surface;
- Ironwork (gully lids, manholes etc.) broken or missing;
- Gullies, drains or grips blocked or defective;
- Standing water, water discharging onto or overflowing across the running surface;
- Fords- inspected at same frequency as road category, check that depth gauge is present and record onto inspection record.

The term running surface applies to metalled parts of the carriageway, footway or cycle route.

This manual does not cover inspections for winter maintenance. These are treated as a special form of safety inspection and specific codes of practice adhered to.

Where the highway crosses a railway, the Council is not responsible for safety inspections between the STOP markings, any potential safety defect observed during safety inspections must be immediately reported to Network Rail or the private rail operator. In addition, warning lights, barriers and signs associated with the railway are also the responsibility of Network Rail or the private rail operator.

Some observed safety defects may not be the responsibility of the Council such as utility trench reinstatements and iron works, as well as hazards caused by third parties such as obstructions in the highway or dangerous scaffolding. The Council must ensure that all relevant information is notified directly to the third party concerned but it retains its obligations in respect of maintaining the highway. This means that when such hazards are

deemed actionable, the site should be made safe in accordance with the principles of this manual. Any costs incurred may be re-charged to the third party.

The planning of highway safety inspection does not account for the risk of damage from agricultural vehicles. Movements of agricultural vehicles, and the risk posed by them, is subject to the land use in any one season or year; therefore, it is not practicable for the highway authority to plan highway safety inspections based on such movements. Where concerns are reported, these will be investigated in the normal way.

3 NETWORK HIERARCHY

A network hierarchy has been defined. A full description of each hierarchy is provided in the Highways Infrastructure Asset Management Plan (HIAMP). The hierarchies for carriageway, footway and cycleways as published in the Code of Practice have been used as a basis for the hierarchies in Shropshire. The basic hierarchy has been enhanced to deal with specific local risks; this enhancement follows similar approaches adopted by other highway authorities and ensures that the core hierarchy is consistent with that used by other authorities.

The assignment of the hierarchy to the network sections has been done using the descriptions in the HIAMP and supplemented with:

- Information on the levels of use
- The expectation of service level by users considering the hierarchy of local links
- Local intelligence on the function of the highway
- Historical classification and an appreciation of risk
- Stakeholder feedback

Where a section could be placed in multiple hierarchies, a judgement on the hierarchy that best reflects the function of that section has been made.

4 INSPECTION FREQUENCIES

Table 1 sets out the standard inspection frequency for each hierarchy; a description of each hierarchy is set out in the HIAMP. These frequencies have been determined from an analysis of recent claims and the likelihood of an encounter with the defect.

Table 1. Inspection Frequencies

Category		Hierarchy Type	Inspected
Carriageway	2	Strategic Route	1 Month
	3a	Main Distributor	1 Month
	3b	Secondary Distributor	1 Month
	4a	Link Road	3 Months
	4b	Local Access Road	1 Year
	4c	Layby	1 Year
	4d	Minor Lane	1 Year
	5a	Track	As required
	5b	Disused Track	As required
Footways	F1	Primary Walking Route	1 Month
	F2	Secondary Walking Route	3 Months
	F3	Link Footway	6 Months
	F4	Local Access Footway	1 Year
	F5	Minor Footway	As required
Cycle Routes	Y1	Cycle Lane	As for the carriageway
	Y2	Cycle Track	6 Months
	Y3	Cycle Trail	As required

The standard inspection frequency can be increased or reduced based on the risk present. Shropshire Council shall maintain a log of deviations from the standard frequency and where required shall regularly review these changes at least annually.

In addition to the schedule of safety inspections, additional inspections of specific defects can be carried out in response to reports of defects from stakeholders or other incidents.

4.1 Inspection frequencies – tolerances

The inspection due date is set by the previous date of inspection and the inspection frequency. The inspection regime acknowledges the need to maintain a regular inspection interval whilst acknowledging the normal operational challenges in maintaining that interval such as weekends, bank holidays, poor weather and normal variations in the time required to undertake inspections. An operational contingency, which is linked to the frequency of inspection and therefore risk, has been defined to cover these normal events and is given in Table 2.

The inspection must be completed by the earlier of the following two conditions:

- The end of the calendar month in which the inspection is due.
- The inspection due date plus the operational contingency.

The effect of the above conditions is illustrated in the following examples:

- If an inspection due date is 10 May 2018 and the operational contingency is 7 days, the inspection must be completed by 18 May 2018.
- If an inspection due date is 10 May 2018 and the operational contingency is 28 days, the inspection must be completed by 31 May 2018.

Inspection intervals can be extended further in exceptional circumstances such as severe weather events on the network. In these circumstances, the inspection must be undertaken as soon as is reasonably practicable following the event and a record maintained by the supervisor of the circumstances which prevented the completion of the inspection within the normal timescales.

Table 2. Operational contingency

Inspection frequency	Operational contingency
1 Month	7 calendar days
3 Months	7 calendar days
6 Months	28 calendar days
12 Months	28 calendar days

5 DEFECTS

5.1 Defect response times

Clearly some defects need to be treated more urgently than others. In order to record how quickly action needs to be taken after an inspection, a category is applied to each individual defect as set out in Table 3.

Table 3. Defect categories

Defect Category	Description	Response
1H	Immediate Response	Make safe/repair within 1 day
1	Urgent Response	
2H	Planned Response (High Risk)	Make safe/repair within 7 days
2	Planned Response	Make safe/repair within 28 days
2L	Planned Response (Low Risk)	Risk-based response

The response time for each category commences at the end of the day on which the defect is identified. For example, 'within 1 day' means a defect observed on Tuesday should be made safe or repaired by the end of the day on Wednesday.

The standard planned response to a safety defect is 28 days; this response can be changed to an alternative response time as set out in Table 3 based on the risk assessed at the time of observation. A key determinant of the risk will be the hierarchy of the carriageway, footway or cycle route but other factors should be taken into account. Section 5.2 provides more guidance on the assessment of risk.

There will be certain defects for which a planned response is not appropriate; these are classed as Category 1 defects. Category 1 defects should be made safe or repaired within 1 day. Category 1 defects include a further sub-category 1H or Immediate Response where

failure to act would mean that the first person to pass by would be likely to come to harm. Examples of such defects could be fallen trees, major bank slips, or certain potholes more than 150mm deep. Where a category 1H defect is observed, the defect must not be left unattended until such time that it is either made safe or repaired.

The risk-based response for Category 2L defects will be determined by the Inspector, often in consultation with local highways teams, based on the observed condition and the risk of further deterioration until the next scheduled inspection. The response may be to include the repair in the next works programme, schedule a more detailed investigation, monitor by more frequent inspections or simply to review at the next inspection.

5.2 Deficiency and risk

Under a risk-based approach, the appropriate response to defects will be determined by considering the risk presented by:

- The depth, surface area or other degree of deficiency of the defect or obstruction.
- The volume, characteristics and speed of traffic.
- The location of the defect relative to highway features such as junctions and bends.
- The location of the defect relative to the positioning of users, especially vulnerable users, such as in traffic lanes or wheel tracks, in cycle lanes or crossing points.
- The nature of interaction with other defects.
- Likely weather conditions, especially potential for freezing of surface water.
- Likely impact on highway users who come into contact with the defect.
- Impacts on vehicles and property that come into contact with the defect.

These can be assessed in accordance with the Council's Opportunity Risk Management Strategy using the matrix in Table 4. After the assessment of risk, the risk will be treated according to an appropriate response. In accordance with the Council's Opportunity Risk Management Strategy, any risks assessed as being below the 'Risk Acceptance Level' should managed to ensure that resources are not wasted and as such the defect should be considered for maintenance in accordance with the Council's asset management strategy.

Table 4. Risk Assessment Matrix

Impact							
	Critical	5	1H	1H	1H	1H	1H
	Major	4	2	2H	1	1	1H
	Significant	3		2	2H	1	1
	Minor	2			2	2H	1
	Negligible	1				2	2H
			1	2	3	4	5
			Rare	Possible	Likely	Almost certain	Certain
			Likelihood				

Risk acceptance level

5.3 Special considerations for cyclists

Cyclists use the highway in multiple ways such as sharing certain areas of footway, using dedicated lanes or sharing the carriageway with other vehicles.

It is not reasonably practicable to adjust the level of acceptable risk on all roads for the possible existence of cyclists; however, special consideration should be given in the following defined areas where there is specific infrastructure permitting or encouraging cycle use, such as:

- Shared use footways – segregated and non-segregated
- Cycle lanes

The presence of cycle route signage could be an example of which special consideration should be given; however, these signs seldom accurately define the full extent of route and may exist in one direction only or could be missing. For such situations, the special consideration may be given in circumstances that the average road user may perceive them. This is that the sign is seen prior to the inspector commencing the inspection of the route and for a reasonable distance.

5.4 Investigatory levels, defect standards and responses

In order to provide clear guidance, minimum investigatory levels have been developed using a risk and evidence-based approach, benchmarking with other Highway Authorities and the Code of Practice. The Table 5 and 6 provide the investigatory criteria and guidance on responses.

Heritage areas can include materials and/or features that have intrinsically uneven surface qualities or do not meet modern standards. Highway users may be reasonably expected to acknowledge these qualities and take appropriate care when travelling through these areas. A response determined by the consideration of specific, local risk factors would be appropriate in these circumstances.

Table 5: Investigatory criteria and guidance on response times for carriageway defects

Carriageways	2, 3a, 3b	4a,4b,4c	4d,5a,5b	Response	Notes
Abrupt level difference in the surface	>100mm			1	
	>40mm	>100mm		2H	
		>40mm		2	
			>40mm	2L	
Potholes (>150mm diameter)	>100mm			1	
	>40mm	>100mm		2H	
		>40mm		2	
			>40mm	2L	
Fretting of surface joints	>100mm			1	
	>40mm	>100mm		2H	
		>40mm		2	
			>40mm	2L	
Edge deterioration	>100mm			1	
	>40mm	>100mm		2H	
		>40mm		2	
			>40mm	2L	
Flooding	Affects > ¼ of road			1	
		Affects > ½ of road		2H	
		>75mm		2H	
Displaced filter material from drainage	●			1	
Missing ironwork		●		1	
Defective ironwork		●		2L	
Displaced filter material from drainage	●			1	
Defective vehicle barrier		●		1	
Damaged/Deformed Bridge or Structural Element		●		2L	Report to Structure's Team

Carriageways	2, 3a, 3b	4a,4b,4c	4d,5a,5b	Response	Notes
Unstable Masonry/Brickwork/Rot	●			1	
Visibility restricted at bridge	●			2L	
Inadequate visibility	●			2H	
		●		2L	
Severe foundation failure or subsidence	●			1	Refer to notes
Geotechnical material on road	●			1H	Refer to notes
Injurious weeds	●			2H	
Dangerous obstructions in the highway	●			1	
Other obstructions in the highway	●			2L	
Debris on road surface including spills	●			1	
		●		2H	
Defective important warning and regulatory signs	Insufficient legibility			1	
		Insufficient legibility		2H	
Defective signs and bollards	Dangerous			1	Refer to notes
	Non-dangerous			2L	
		Dangerous		2H	Refer to notes
		Non-dangerous		2L	
Traffic signals defects	●			1	Report to Traffic Signals Team
Dangerous street lighting columns	●			1H	Report to Street Lighting Team
Exposed wiring	●			1H	
Non-dangerous lighting defects	●			2L	
Defective road studs	Missing, Loose or badly damaged			1	

Table 6. Investigatory criteria and guidance on response times for footway defects

Footways & Cycleways	F1	F2, F3, F4	F5	Y1, Y2	Y3	Response	Notes
Abrupt level difference in the surface	>20mm					1	
		>20mm		>20mm		2H	
			>20mm			2L	
Potholes	>20mm					1	
		>20mm		>20mm		2H	
			>20mm			2L	
Fretting of surface joints	>20mm					1	
		>20mm		>20mm		2H	
			>20mm			2L	
Rocking paving units	>20mm					1	
		>20mm		>20mm		2H	
			>20mm			2L	
Vegetation	●			●		2	
		●			●	2L	
Defective pedestrian barrier	●			●		1	
		●			●	2H	

●	Applies
	Does not apply

6 SAFETY INSPECTIONS – GENERAL PROCEDURES

Most safety inspections on the highway network will be undertaken from a slow-moving vehicle travelling in one direction.

- On dual carriageways and wide single carriageways, inspections will be carried out in both directions in order that all features and possible defects on the network are observed from a road users' perspective.
- On single carriageway, strategic routes, main distributor and secondary distributor roads, the inspections will take place from one direction in month one, and from the other direction in month two.

This procedure presumes that nearly all actionable defects will be observable from a slow-moving vehicle. In practice this is not always the case, and in such circumstances the inspection should be completed on foot.

Driven inspections of footways on either side of one-way streets should be done twice for each side of the road. For two-way roads, the inspection of the footway shall be carried out in both directions covering the near side footway in each direction.

Dedicated mobile technologies can offer increased precision for safety inspections. Wherever dedicated mobile technologies are used to support Safety Inspections, the data collection will be supervised by a competent Inspector.

Inspections should only be undertaken when there is adequate visibility. The Inspector will decide if visibility is adequate.

Where the surface of the highway is obscured, for example by parked cars, it is reasonable to expect that this part of the surface is not inspected until a further attempt at the next scheduled inspection (save in circumstances where an inspector decides that it is reasonably required to investigate under an object given the presence of a visible actionable defect adjacent to the object that might extend further underneath and to investigate would not place the inspector in peril).

The inspection schedules will be maintained by the Supervisor.

Category 1 defects (including those on highway trees) must be notified immediately by telephone to the Contractor or, where features have only received a superficial visual

inspection as set out in Section 2, to the appropriate organisation or section responsible for the maintenance of the feature.

Inspections are to be recorded using a Data Capture Device (DCD) linked to the Integrated Highway Management System (IHMS). In the event of failure of either the DCD or IHMS, a alternative process of capturing and issuing work will be employed and the IHMS will be updated as soon as possible.

Where no defects exist, a clear record that the section has been inspected must be created in the Integrated Highway Management System (IHMS). This is typically done using the Data Capture Device (DCD).

Sufficiently clear images should be captured of the defect when observed and when repaired; for multiple defects in one location these images should capture the wider view of the defects. Where possible, these images should include a locally identifiable feature. It may be helpful to include a standard object to help scale the dimensions of the defect such as a ruler, pen or coin. Images must not be captured where to do so would place the Inspector at risk.

The general process for dealing with defects is as follows:

1. Assess the risk and categorise the defect
2. Take action to make safe in accordance with the category of the defect.
3. Arrange for additional work to permanently repair the defect if not permanently repaired in Step 2 and if required by the asset life cycle plan.

Risk should be regularly monitored by the Local Highway Manager, Highway Inspections Manager and Highway Asset Manager through analysis of insurance claims, recent safety inspections and feedback from the Inspector or Local Highways Technician. Any particular sections where there is a pattern of risk which is significantly different from the expected pattern for the hierarchy and that which is known locally may be assigned a different frequency of inspection than shown in Table 1.

Works orders to rectify safety defects must be appropriately referenced to the highway network with coordinates and linked to inspection records. A sufficiently detailed audit trail recording the process from identifying defects to the completion of the works should be created. For Category 1 defects, the time that the defect was observed must be

recorded together with the time that the defect was made safe. For Category 2 defects, as a minimum, the date that the defect was observed must be recorded together with the date that the defect was made safe; where no time is recorded it will be assumed that time was 23:59 on the day of inspection.

The standards and specification of the defect repair will be as detailed in the Council highway maintenance contract document in use at the time the defect is found.

Where a defect has been notified to a third party, the information communicated about the defect should be retained and where required, a further inspection arranged to confirm that timely remedial action has been taken in accordance with the response that would be set out in this policy.

Table 7. Permissible methods of inspection

	Mode		
	Vehicle	**Cycle**	**On foot**
Carriageways	✓		✓1
Footways			
Primary Walking Route			✓
Secondary Walking Route			✓
Link Footway	✓2		✓
Local Access	✓2		✓
Minor Footway	✓2		✓
Cycleways			
Cycle Lane	✓	✓	✓1
Cycle Path	✓1	✓	✓
Cycle Trial		✓	✓

Notes:

1 – Only permitted where the inspected surface can be clearly viewed and is not obscured by hedges, parked cars etc.

2 – On rural footways, safety inspections should be done from a vehicle with only the occasional need to proceed on foot. On urban footways, safety inspection from a vehicle may not be possible and may need to be conducted on foot.

7 SAFETY INSPECTIONS – SPECIFIC INSTRUCTIONS

CARRIAGEWAYS	
1	Edge deterioration on rural unkerbed roads within 250mm of the original road edge and 50mm deep or less are not considered to be a safety defect and safety related action is not required.
2	Road sections where there is clear evidence of extensive rutting, poor cross-sectional profile, poor longitudinal profile (unevenness), or smooth/polished areas, must be reported to the Local Highway Manager.
3	Some areas of carriageway are designed for use by pedestrians. In these cases, the investigatory criteria for footways will also apply. Such areas include: • Formal pedestrian crossings • Carriageways that act as pedestrianised areas. These are typically closed to vehicles at certain times of the day.
4	For carriageways that form part of the signed cycle route, the investigatory criteria for cycleways will only apply in such areas where a cycle lane exists.
FOOTWAYS AND CYCLEWAYS	
5	Non highway trenches with potholes greater than 20mm deep or abrupt differences in level greater than 20mm, when measured vertically, shall be recorded and notified to the appropriate service company, responsible body, or private owner. If the defect is such that a Category 1 response would be required, immediate arrangements should be made to make safe.
6	Flagged and modular footways have been assessed as presenting a higher risk than other types of footway. Such risks are attributed to disruption of the surface from underneath (e.g. tree roots) or from above (e.g. vehicle overrun). Where there is a significant risk of disruption to the surface, the footway should be inspected at a frequency in accordance with the next more frequent level above as set out in Table 1 to reduce risk; for example a Local Access Footway with a significant risk of disruption of the surface should be inspected every 6 months.

	Recent inspection records and claims history can be used to determine the risk of disruption to the surface.
7	It is not reasonably required to physically check every paving unit for rocking movement. However, the inspector must check obvious moving units which may be displaced or show other signs of disturbance.
IRONWORK	
8	For defects in non-highway service furniture, these should be recorded and notified to the appropriate service company (via the Street Works Team), the responsible body, or private owner. For fire hydrants refer to the Fire & Rescue Service.
9	Defects on or immediately around fire hydrants shall be referred to the Fire & Rescue Service.
10	Ironwork in the highway will only be subject to a visual inspection to ensure that it is seated correctly and the cover is intact.
11	All ironwork with a difference in level with the road should be dealt with in accordance with type of asset it is positioned within i.e. carriageway, footway or cycle route.
KERBS	
12	Kerbs will be inspected as part of the footway inspection when the footway is present. Where a footway is not present, the kerb will be inspected as part of the carriageway inspection.
13	Where there is a footway immediately adjacent and significant crossing movements would be expected, the response times shall be aligned with the guidance for Footways.
14	Where there is no footway immediately adjacent and kerbs are damaged or missing, a risk assessment will be undertaken by the Inspector to determine the scale of works and response time required

STREET LIGHTING	
15	Damaged, leaning or collapsed columns, and exposed wiring, missing or open doors, or hanging lanterns that are assessed to expose highway users to high risk must be reported immediately by telephone to the Street Lighting Team.
TRAFFIC SIGNALS	
16	All defects must be reported immediately by telephone to the Traffic Signals Team who will then arrange for the necessary repairs.
17	Defects are to be considered as Category 1 defects and made safe by erecting suitable temporary warning signs as soon as practicable.
BRIDGES AND RETAINING WALLS	
18	All unstable masonry or brickwork observed in any structures adjacent to the highway must be reported immediately by telephone to the Structures Team.
HIGHWAY DRAINAGE: FLOODING AND BLOCKAGES	
19	Blocked drainage systems must be investigated within 7 days if a significant seepage of water across the carriageway occurs. On the defined network of roads for winter maintenance, such seepage can result in the loss of any salt applied and rapidly lead to a significant build up of ice. Seepage also significantly increases the risk of aquaplaning and wet skid accidents.
20	Flooding defects on Strategic Routes, Main Distributor and Secondary Distributor road that are caused by blockages and silt accumulation must be treated as Category 1 and made safe by the provision of warning signs. Arrangements should be made to clear the blockage or siltation within 7 days. Flooding defects on other roads that are caused by blockages and silt accumulation should be treated following a risk assessment by a Local Highways Technician. Where required, arrangements should be made to clear the blockage and siltation within 28 days.
21	Advice must be sought from the Drainage Team on all privately-owned ditches used to carry the highway water, which become blocked or silted up.

VERGES, TREES AND HEDGES	
22	Injurious weeds growing on highways which could cause danger to humans, such as giant hogweed, should be treated by suitably qualified personnel.
23	Highway safety inspections should include highway trees, including those outside, but within falling distance of the highway. Inspectors should take note of any encroachment or obstruction to visibility caused by highways trees. Any obvious damage, ill health (such as ash dieback) or trip hazards should also be noted.
24	If there is an immediate risk of harm to network users due to tree causing an obstruction on the highway, it shall be treated as a category 1 defect and the Arboricultural Officer shall be consulted for advice. In other instances, work required on trees adjacent to the highway should be referred to the landowner and action taken to remedy the situation agreed.
25	For defects on trees adjacent to the highway, these should be recorded and notified to the land owner.
ROAD RESTRAINTS	
26	On all roads the site should be made safe within 24 hours of damage being notified or observed, by the provision of suitable warning signs. The provision of temporary barriers or lane closures should be considered where a Local Highways Technician has carried out a risk assessment exercise which indicated a significant risk to road users.
EMBANKMENTS AND CUTTINGS	
27	The Local Highways Technicians shall carry out an on-site risk assessment to determine an appropriate response to failures.
HIGHWAY OBSTRUCTIONS	
28	Accident debris, slurry, mud deposits, oil spillages and the like on Strategic, Main and Secondary Distributor Roads that are considered by an Inspector to

	pose a significant risk to network users, shall be treated as a Category 1 defect and must be made safe by the provision of warning signs and/or cleansing. On all other roads, The Local Highways Technicians shall carry out an on-site risk assessment to determine an appropriate response to these defects.
29	For defects where the cause of the risk is not the responsibility of highway authority, these should be recorded and notified to the appropriate service company (via the Street Works Team), the responsible body, or private owner for action within 7 days.
30	All fuel and chemical spillages should be dealt with following consultation with the emergency services. In the event of advice being delayed from the emergency services, the site must be immediately made safe by the erection of appropriate signs, and in extreme cases, by emergency road closures.
31	Cables trailing across the footway are prohibited, even if a protection system is used and should be treated as a hazard.
SIGNS: FACE/STRUCTURE/FIXINGS	
32	The response requirements for strategic routes, main distributor and secondary distributor roads extend to signs on adjoining roads at the approaches to these routes.
33	Defects affecting the legibility of important warning signs and regulatory signs or other defect to signs and bollards presenting a high risk of harm to highway users should be managed as follows: On strategic routes, main distributor and secondary distributor roads defects should be treated as Category 1 and permanently repaired within 7 days. On other roads, defects should be treated as Category 2H and permanently repaired within 28 days.
34	Defects on other road signs including posts and fittings that are missing, damaged, obscured or pointing the wrong way, should be treated as Category 2L and, where possible, repaired within 3 months. The Traffic Team may be consulted to ensure that the sign is not redundant.

35	Lamp failures and lamps illuminated during the day should be reported to the Street Lighting Team.
36	Illuminated stop signs with lamp failure or any exposed wiring should be reported to the Street Lighting Team immediately by telephone.
ROAD STUDS	
37	Missing, loose or badly damaged casings for road studs are treated as Category 1 and replaced in the next available programme.
38	Low or high cats-eye casings, damaged cats-eye rubbers, damaged or missing stick-on road studs are to be treated as Category 2L.
ROAD MARKINGS	
39	On Strategic Routes, Main Distributor and Secondary Distributor roads, markings should be replaced within three months and during the next available programme for all other roads when more than 50% of road markings are: • missing or worn away • obscured • visible by day, but not reflective at night On all roads, markings should be replaced within 3 months when 50% of Stop and Give Way markings are missing or worn away. The Local Highways Technician may consider erecting warning signs following a risk assessment of the site. Longitudinal road markings should normally be assessed over a 300m length. In the case of double white line systems or approaches to junctions, a 50m section should be used instead.

8 ROLES AND COMPETENCIES

This document references a number of roles which are required to operate the safety inspection system. In a dynamic organisation, roles and titles can change; therefore, the following generic descriptions of roles are defined which will be identifiable within the current organisational structure. An individual may undertake more than one of these roles.

Role	Description
Inspector	A person who is sufficiently competent to undertake inspections and assess risk in accordance with the requirements of this manual.
Supervisor	A person who directly manages the task of safety inspections and is responsible for ensuring that the inspections are completed according to the required schedule and to the requirements of this manual. A Supervisor will be expected to be able to undertake the role of an Inspector.
Local Highway Manager	A person who is responsible for highways maintenance on a defined part of the network.
Highway Technician	A person who is able to assess risk and priorities on behalf of the Council using technical knowledge of highways maintenance; typically, a Highway Technician reports to the Local Highways Manager. A Highway Technician will be expected to be able to undertake the role of an Inspector.
Highway Inspections Manager	A person responsible for the planning and operation of highway safety inspections.
Highway Asset Manager	A person who is able to confidently provide advice on how to implement Council policy and strategy.
Traffic Team	Persons in this team have responsibility for implementing road safety and other traffic management features.
Street Lighting Team	Persons in this team have responsibility for the operation and maintenance of the Council's street lighting assets.
Traffic Signals Team	Persons in this team have responsibility for the operation

	and maintenance of the Council's traffic signal assets.
Structures Team	Persons in this team have responsibility for the operation and maintenance of the Council's bridges and retaining walls.
Drainage Team	Persons in this team are able to assess risk and priorities on behalf of the Council using technical knowledge of highway drainage.
Street Works Team	Persons in this team act liaise directly with statutory undertakers on behalf of the Council.
Natural Environment Team	Persons in this team are able to assess risk and priorities on behalf of the Council using technical knowledge of environmental issues.
Bridge Engineer	Person who is responsible for assessing risk and priorities on highway structures on behalf of the Council.
Arboricultural Officer	Person who is able to assess risk and priorities on behalf of the Council using technical knowledge of arboriculture.

The sufficiently competent Inspector should be registered on the National Register of Highway Inspectors. For new Inspectors, they will be closely mentored by the Supervisor and a personal development plan will be in place to ensure that they are registered within 12 months of starting the role.

Competency for this manual shall be defined by the core competencies set out in the UKRLG Highway Inspector Competency Framework (2019).

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Draft Document 4 for Discussion – Highways Safety Inspection Manual

Car Park Addendum

The Council is seeking feedback from members through its Scrutiny arrangements to inform policy and strategy development. The following document is part of a compendium intended to both inform and define how the council's highway asset is inspected and maintained.

at

Economy and Environment Overview and Scrutiny Committee Meeting on

1 September 2026

Highway Safety Inspection Manual

Car Park Addendum

Update – July 2026

CONTENTS

1 INTRODUCTION

This addendum describes Shropshire Council's Parking and Transport Serviceability Inspection procedure. It is an addendum to the Highway Safety Inspection Manual so that the overall risk-based approach applies.

2 SCOPE

The serviceability inspections will be carried out on Council-owned or managed parking and transport assets under a service-level agreement by the Highway Safety Inspection team.

The assets will be as defined on the list of defined within the Service Level Agreement or as agreed by the Car Parking Manager and the Highway Inspection Manager by an explicit variation.

The assets inspected are not Highway and are therefore not defined under the Highways Act (1980) and as such, no duties or powers under this legislation are inferred on the authority for these assets.

As part of the serviceability inspection, the inspector will assess the risk for any observed defects that may present a danger to users or impair its operation and define the response. Defects can be safety defects such as potholes or operational defects such as gully cleaning, lining, signage, vandalism, or faulty or damaged equipment.

Pay and Display Machines are covered under contract maintenance with the supplier and defects on this should be reported to the Car Park Manager

Electric Car Charging Points are covered under contract maintenance with the supplier and defects should be reported to the Street Lighting and Traffic Signals Manager

3 DEFINITIONS

A defined footway can be identified by the type of construction or layout or by specific lining reserving an area for use by pedestrians.

4 INSPECTION FREQUENCIES

All car parks will be inspected annually.

5 DEFECTS

5.1 Defect response times

Defect response times are set out in the Highway Safety Inspection Manual.

5.2 Deficiency and risk

Safety risks can be assessed using the methodology in the Highway Safety Inspection Manual. Under this risk-based approach, an inspector is able to assess the risk from a defect and determine the appropriate response required.

Operational defects such as lines and signage will be recorded and a risk-based response will be recorded. Defects that present significant impairment to the operation of the car park should be promptly reported to the Car Parking Manager.

5.3 Investigatory levels, defect standards and responses

The following investigatory criteria and guidance on response times are defined for defects.

	Defined footways	General areas	Response
Abrupt level difference in the surface	>20 mm	>40 mm	2
Potholes	>20 mm	>40 mm	2
Fretting of surface joints	>20 mm	>40 mm	2
Missing Ironwork	.	.	1
Dangerous street lighting columns	.	.	1H
Exposed wiring	.	.	1H
Operational defects	.	.	2L

The response timescales are set out in Table 3 of the Highways Safety Inspection Manual.

6 SAFETY INSPECTIONS - GENERAL PROCEDURES

The inspection of parking and transport assets will be done on foot.

Where possible, the serviceability inspection will be carried out at outside of peak times to allow for the greatest area of the car park to be visible.

Where the surface of the highway is obscured, for example by parked cars, it is reasonable to expect that this part of the surface is not inspected until a further attempt at the next scheduled inspection (save in circumstances where an inspector decides that it is reasonably required to investigate under an object given the presence of a visible actionable defect adjacent to the object that might extend further underneath and to investigate would not place the inspector in peril).

Where no defects exist, a clear record that the car park has been inspected must be created.

Sufficiently clear images should be captured of the defect when observed and when repaired; for multiple defects in one location these images should capture the wider view of the defects. Where possible, these images should include a locally identifiable feature. It may be helpful to include a standard object to help scale the dimensions of the defect such as a ruler, pen or coin. Images must not be captured where to do so would place the inspector in peril. The Car Parking Manager is responsible for ensuring that these images are captured appropriately.

Works orders to rectify defects must be appropriately referenced to the asset with coordinates and linked to inspection records. A sufficiently detailed audit trail recording the process from identifying defects to the completion of the works should be created. For responses of one day or faster, the time that the defect was observed must be recorded together with the time that the defect was made safe. For response of greater than one day, as a minimum, the date that the defect was observed must be recorded together with the date that the defect was made safe; where no time is recorded it will be assumed that time was 23:59 on the day of inspection.

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Economy and Environment Overview and Scrutiny Committee Work Programme

COMMITTEE MEETING AGENDA ITEMS

Date	Topic	Responsible Officer	Portfolio Holders	All Member Briefing	Task and Finish Group followed by a report to Committee	Report straight to committee	Previous topic of review - an update against the action plan
~~Aug-25~~	~~Highways Contract Review~~	~~Laura Tyler / Andy Wilde~~			✓	~~15-Sep-25~~	
~~15-Sep-25~~	~~Waste Contract Oversight – Veolia Contract~~	~~Laura Tyler / Gavin Waite~~		✓ ~~24 Sept 2025 – 11am and 6pm~~			
~~13-Nov-25~~	~~Developer Contributions T&F group update against previous actions~~	~~Eddie West / Tim Collard~~					✓
~~13-Nov-25~~	~~Verbal update further to the Member Briefings on the Veolia Contract~~	~~Laura Tyler / Gavin Waite~~				~~Verbal update following the Sept All-Member briefing~~	
~~13-Nov-25~~	~~Sports Village Development~~	~~Laura Tyler / Grant Wilson~~				✓	
~~13-Nov-25~~	~~Leisure Service Contract retendering (exempt item)~~	~~Laura Tyler / Grant Wilson~~				✓	
~~13-Nov-25~~	~~Levelling Up Fund Round 2 (LUF2): Project 2 – Transforming Movement and Public Spaces in Shrewsbury~~	~~Andy Wilde~~				~~Discussion at Nov Committee~~	
~~16-Jan-26~~	~~Leisure Contract Procurement - All Members Briefing~~	~~Laura Tyler~~		✓			
~~29-Jan-26~~	~~Introduction of weekly food waste collections~~	~~Laura Tyler / Gavin Waite~~				✓	
~~29-Jan-26~~	~~Community Safety Partnership Annual report 2024-25~~	~~Rachel Robinson / David Shaw / Jane Rose~~				✓	
~~12-Mar-26~~	~~Pothole Processes Briefing to Committee~~	~~Andy Wilde~~					
~~02-Jul-26~~	~~Verbal Introduction to the Review of Highways Maintenance Strategy and Highways Inspection Policy~~	~~Andy Wilde/Steve Holdaway~~	~~David Vasmer~~				
~~02-Jul-26~~	~~Station Gyratory - 6 month follow up of actions against T&F recommendations~~	~~Andy Moreton / Andy Wilde / Tim Pritchard~~	~~Rob Wilson~~				☑
~~02-Jul-26~~	~~Station Gyratory Task and Finish Group Verbal Update~~	~~T&F group~~	~~Rob Wilson~~		☑		
~~02-Jul-26~~	~~**Exempt =** Highways - 6 month follow up of actions against T&F recommendations~~	~~Andy Wilde~~	~~David Vasmer~~				☑
1st Sept 26	Review of Highways Maintenance Strategy and Highways Inspection Policy	Andy Wilde / Steve Holdaway	David Vasmer			☑	
1st Sept 26	Riverside Gardens Development	Tim Pritchard / Sarah A Jones	Rob Wilson				
12-Nov-26	Local Nature Recovery Strategy (LNRS)	Lynn Parker				☑	
12-Nov-26	*Highways T&F group report (exempt)*	T&F Group			☑		
12-Nov-26							
28-Jan-27							
11-Mar-27							

Other identified areas of interest from Committee discussions, including topics for briefings and potential Task and Finish Groups:

Planned Task and Finish groups	
Station Gyratory	underway and ongoing
Highways	underway
North West Relief Road (in conjunction with F&I though E&E as lead committee)	terms of reference out to seek expressions of interest
Pyrolysis	scoping work underway

Licensing	terms of reference drafted
Planned Member Briefings	
Adoption of Estates	to be confirmed
~~Riverside Development~~	~~Site visit and briefing on 15th July~~
Other items for consideration	
Waste Minimisation	at appropriate time
Planning decision making processes	further to enquiry from member of the public

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