

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

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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.