

## Highway Maintenance Management Plan - (detailed feedback online survey)

Report Item and Comment	Policy Area	Response Group
<b>4</b>	<b>Enforcement and Prosecution</b>	
<b>a</b>	There are two issues which I think need further development before we've got these policies right.	County Councillor
<b>b</b>	Too lenient. Police seem unwilling to tow/move vehicles obstructing highway maintenance activities.	Hampshire Resident
<b>c</b>	Enforcement is practically non existent. This role should be devolved from the Police to the Civil Parking Enforcement teams.	County Councillor
<b>d</b>	Policy MUST be suitably enforced. HCC should act in a more proactive manner	Hampshire Resident
<b>e</b>	But it should be realistic and balanced. For example, an exhaust that has fallen off should be dealt with immediately but horse droppings in residential areas are less important.	Hampshire Resident
<b>f</b>	Firstly, where private householders or landowners allow their vegetation to obstruct the footway our procedures for dealing with this are grossly inadequate. Let me explain. Strong growth happens in the spring and early summer. My experience is that most overgrown vegetation problems then manifest themselves during the summer months. Residents then raise the problem and, when we have assessed it we serve a notice on the householder giving them a month to get it cut back. If they fail to comply, we send them another letter (if we remember to do so) giving them another month, explaining that if they still don't deal with it we'll cut it ourselves and send them the bill (do we ever actually do this?). By the time this has all happened it's usually October/November before the vegetation gets cut. Bearing in mind that people are out and about much more during the summer months, the timing of this makes us a laughing stock I'm afraid, particularly at locations where this happens every year. As this can be extremely dangerous - I have seen children run into the road after having a pyrocanthus branch scratch their face - we really need to come with a much faster method of resolving these issues. Secondly, I know that some action is taken when people attach signs to our post using cable ties, particularly when they are unauthorised. However, a large proportion of these signs are unauthorised and while the signs gets ripped down after the event, in many cases the cable ties are left there. I had a constituent complain to me that one of these cable ties nearly took her eye out as she did not see it until she had walked into it. Can we come up with a more thorough method of removing these? Maybe we could ask our district council litter pickers to carry a pair of clippers and remove them. I'm not asking for a crackdown against people putting up small signs advertising a village fair or something similar, just a reliable and cost-effective method of removing the ties.	County Councillor
<b>g</b>	At present there seems to be virtually no enforcement, especially with regard to parking on pavements and overhanging bushes and trees on pavements	Hampshire Resident
<b>h</b>	We believe that mention should be made somewhere in the text to the particular problems caused to disabled users by obstructions.	New Forest Access Forum

i	<p>There is a distinct lack of enforcement where I live in Captains Row Lymington with regard to vehicles regularly parked on the pavements and double yellow lines forcing pedestrians into the the road which is very hazardous for the elederly, disabled people in wheel chairs and anyone with a child in a buggy. In addition vehicles regulary abuse the no right turn sign at the bottom of the High Street and turn right into Captains Row sometimes at great speed. When the road is not congested vehicles are regularly exceeding the speed limit in the road especialy when entering the road from Gosport Street. There is a complete lack of policing of the above items and anarchy rules with motorists doing what they like and placing pedestrians at risk of serious injury or worse a fatal accident.</p>	Hampshire Resident
j	<p>Title of Section on Parking on Footways and Verges should be amended to read Parking on Footways, cycleways and verges</p>	Cycling Club

<b>5</b>	<b>Licensing and Consents</b>	
<b>a</b>	Some activities should not require licensing but should be removed within a set framework. For example, diversion or event signs are often in place for two or three weeks after the incident. Christmas lights should not need licensing or consent, providing they are only displayed for a set amount of time.	Hampshire Resident
<b>b</b>	I agree with licensing however we had scaffolding placed on the outside of the building opposite ours in Capatins Row Lymington for 6 months and no provision was made to make the builder as part of his licence provide temporary barriers to prevent vehicles mounting the pavement on the opposite side of the road to the scaffolding, this resulted in vehicles regularly mounting the pavement opposite the scaffolding endangering pedestrians on the pavements and residents trying to enter or leave their properties, in addition the kerks and pavement have been badly damaged by this traffic and will need repairing at expence to the council/tax payer and not the builder!	Hampshire Resident
<b>c</b>	Better control over the work of Utilities is required.	County Councillor
<b>d</b>	The position concerning No Cold Calling signs under the HCC scheme has not been made clear	Hampshire Resident
<b>e</b>	Consider increasing charges associated with licensing to generate additional income to channel in to maintenance	Hampshire Resident
<b>f</b>	See above (5b)	Hampshire Resident
<b>g</b>	Licensing and/or consents for placing items on the highway or footway, or carrying out activities thereon, should have particular regard to disabled or other vulnerable users. This comment also applies to A boards.	New Forest Access Forum

<b>6</b>	<b>Highway Status</b>	
<b>a</b>	I feel that industrial estates should not be adopted. They are expensive to maintain (constantly damaged etc.) and in general, serve only those businesses on the estate. They should remain private.	Hampshire Resident
<b>b</b>	"The County Council must keep a register of roads maintained at public expense and deal with enquiries related to these." When I have reported concerns, it takes weeks to hear back from the County Council if at all. Also, using private contractors for maintenance is a misuse of public funds because such companies are working to a profit. The County Council should bring all roads maintenance back in house.	Hampshire Resident
<b>c</b>	As a Rural Parish, we have very few roads of A or B classification where we accept and agree with the 'legal' approach by HCC to ongoing maintenance to both the road and its adjoining verges. However, for most of our small roads and lanes we have to rely on maintenance to verges and ditches etc by adjoining landowners which is very difficult to co-ordinate and achieve results. We would like to be able to rely on more support for such essential maintenance from HCC.	Parish Council
<b>d</b>	As above (6b)	Hampshire Resident
<b>e</b>	No reference in the document to rights of way. They are highways in law and are managed by the highway authority.	Cycling Club

<b>7</b>	<b>Routine and Reactive Maintenance</b>	
<b>a</b>	I can only agree with this if repairs are carried out with competence. Too often holes are unevenly filled and, a few weeks later, the filling has worked out meaning that another repair has to take place. These repairs are carried out by contractors who know that it will be more money for every time they are called out to repair a particular road.	Hampshire Resident
<b>b</b>	Local Highway Engineers should have a dedicated two-man gang at their disposal for each area. It is more efficient and builds an understanding of localised issues within this team.	Hampshire Resident
<b>c</b>	Too focused on highway/carriageway issues. Insufficient coverage or detail on the boarder range of highway maintenance activities/assets and requirements.	Hampshire Resident
<b>d</b>	This group of policies should include the need for regular audit of the effectiveness of the policies.	Hampshire Resident
<b>e</b>	None of the policies listed take any account of the PSED (Public Sector Equality Duty) which set out the any public authority's duties towards people with 'protected characteristics' under the Equality Act. For this purpose, we will consider age (ie the elderly) and disability. There is no equality impact assessment on these new policies that I can locate. There is no publication which states the inspection frequency of particular streets in particular areas, and no publicized information as to the dates, frequency and outcomes of these inspections. It is also not possible to judge which streets have which categories. While the defect criteria are publicized, there are no criteria whatsoever which consider the specific needs of those with disabilities or the elderly, specifically the additional risks that otherwise 'minor' defects may have on these groups. Defects are judged against a poorly defined matrix of the nature of the local population which might be using it. Again, as the category of each road is not known publicly, this cannot be challenged. Where inspections are carried out as a result of an accident, incident or claim, the results should be communicated back to the reported or claimant within a set period.	Disability Access Group
<b>f</b>	I can find no reference to the frequency of grass cutting, particularly in the context of maintaining sight lines	Hampshire Resident
<b>g</b>	Improvements should be made to acknowledging and tracking of reported problems and incidents so that local councils are aware of priorities and progress. More constant attention should be given to cutting back vegetation on highways and rural lanes so as to improve visibility and sight lines.	Parish Council
<b>h</b>	As above (6a)	Hampshire Resident
<b>i</b>	There is inadequate maintenance of verges, leading to hazardous situations when sightlines are obscured. In addition, no thought is given to the erection of temporary signs (20mph speed limit when relaying road surface), which also cause a similar hazard due to the placement at junctions etc.	Hampshire Resident
<b>j</b>	We believe Inspections in all three categories should also refer to footways.	New Forest Access Forum
<b>k</b>	Where I live in Capatins Row Lymington the pavements and kerb stones are in a dreadful state due to vehicles and especially HGV's regularly mounting the pavements, in addition the road has sunk quite badly due to the road being used by HGV's which are far to big and heavy to be using a road of this size. There are no signs of the council carrying out any repairs or maintenance to the pavements/kerb stones or the road surface!	Hampshire Resident
<b>l</b>	Your road maintenance is shockingly bad. The link to policy on traffic management should be included and you should spend no more money on new schemes before you can maintain the current road stock better.	Hampshire Resident

<b>m</b>	The authority needs to be more open with its policies, and how they actually impact on the local environment. The way in which the policies are written is very disingenuous when one cannot related the impact on specific areas or streets. Without results of inspections being published, there is no accountability of highways authorities to their local community.	Disability Access Group
<b>n</b>	Where mention is made of footways, it should always be expanded to read footways and cycleways	Cycling Club
<b>o</b>	The existing system and communication with our local highways engineering team works extremely well and we appreciate the swift response to most reported problems.	Parish Council
<b>p</b>	I fail to understand why frequencies have only been shown for inspection and drainage.	Hampshire Resident

<b>8</b>	<b>Structural Maintenance</b>	
<b>a</b>	Salisbury Road in Totton was resurfaced by contractors during the summer. It was such an inefficient process that it actually put local residents at risk. Despite reporting my concerns to the County Council, I have never received a reply. Roads were closed at different times to those stated on signage, diversion signage was non-existent at key junctions, some signage was completely misleading with arrows pointing in opposite directions, some lay-bys have still not been completed and the contractors did not keep to timescales notified to residents by the County Council. Furthermore, at the time of writing, the on-road cycle signs have still not been replaced.	Hampshire Resident
<b>b</b>	If it was good enough, why are the roads in such poor condition.	Hampshire Resident
<b>c</b>	See previous comments.	Hampshire Resident
<b>d</b>	Signage is consistently inadequate or wrong. In some cases insufficient advance notice is given.	County Councillor
<b>e</b>	There is inadequate reference to targets which are not shown in full by using the web link provided.	Hampshire Resident
<b>f</b>	Increase focus on preventative treatments and achieving best value solutions	Hampshire Resident
<b>g</b>	See above (8a)	Hampshire Resident
<b>h</b>	Where I live in Capatins Row Lymington the pavements and kerb stones are in a dreadful state due to vehicles and especially HGV's regularly mounting the pavements, in addition the road has sunk quite badly due to the road being used by HGV's which are far too big and heavy to be using a road of this size. There are no signs of the council carrying out any repairs or maintenance to the pavements/kerb stones or the road surface!	Hampshire Resident

<b>9</b>	<b>New Infrastructure</b>	
<b>a</b>	I would like to see more money spent on affordable public transport rather than new highway infrastructure that will only seek to increase traffic on the already crowded roads of Hampshire.	Hampshire Resident
<b>b</b>	There are insufficient resources available causing long delays before work can start. The prioritisation process at the Highway Workshops can delay a project for years. More money is needed.	County Councillor
<b>c</b>	See above (9a)	Hampshire Resident

<b>10</b>	<b>Weather Emergencies</b>	
<b>a</b>	On the whole, we agree with approach to weather emergencies but again, priorities (quite rightly) seem to remain with the principal highways whereas additional thought and consideration must be given to rural areas particularly those affecting by ice on small lanes and flooding problems where they can be mitigated.	Parish Council
<b>b</b>	Footways and cycleways should be prioritised in the same categories and treated in the same manner as roadways. Most of the "destinations" in the roadways priority 1 (schools etc) are more likely to have heavy foot and bike traffic than car so early treatment of footways is appropriate.	Hampshire Resident
<b>c</b>	Salt bins are an expensive luxury. Can the number be reduced - high impact areas only?	Hampshire Resident
<b>d</b>	Whatever the weather, it seems impossible for the UK to cope with extremes and I have not seen this to be any different in Hampshire. Certainly in winter, all roads should be passable at all times. Growing up in the New Forest during the sixties/seventies roads were always kept clear, schools never closed and life went on as normal. If we could do it then with less technology, why can't it be done now?	Hampshire Resident
<b>e</b>	"Footways" should always read "footways and cycleways". The current policy often prevents cyclists from using cycle facilities during weather emergencies because they are not treated. To encourage cycling, greater importance must be given to the needs of cyclists during such weather emergencies.	Cycling Club

<b>11</b>	<b>Network Managements and Street Works</b>	
<b>a</b>	Any known failure to comply with reinstatement requirements should ALWAYS result in fines for the relevant stats company	Hampshire Resident
<b>b</b>	Trench reinstatement need to better and in a lot of cases wider.	Hampshire Resident
<b>c</b>	The highways authority has made it clear in communications with myself that it does not make use of its rights to supervise works by utility companies. This results in often dangerous conditions on streets and pavements for the elderly, disabled and for children from poorly laid out safety barriers, ill-considered and planned works, unmarked holes and blocked footpaths on both sides of a road at the same time. Recently we have seen work by Southern Gas, Southern and Portsmouth Water, Southern Electric (streetlight replacement) and others all of which have been poorly carried out, have resulted in excessively long-lasting disruption to local residents, and high risk to all. There has been little co-ordination, some roads have been in states of disruption for months at a time where one activity immediately follows another.	Disability Access Group
<b>d</b>	In some cases, insufficient notice is given for essential street works and/or some roads have been known to be closed for excessively long periods which the work involved does not warrant.	Parish Council
<b>e</b>	As above	Hampshire Resident
<b>f</b>	The authority must inspect works to ensure adequate access to all parts of the community without resorting to areas of high gradient or camber, or forcing elderly, disabled or young persons onto the road instead of the pavement. Utilities should be required to submit plans of work with completion dates - it should not take three weeks and four-five separate contractors to replace one light pole in the meantime completely blocking the pavement on a busy road. The authority should be responsible for ensuring the safety of ALL members of the community using footpaths for journeys through an area of roadworks. No utility company should be allowed to completely obstruct a footpath without fully adequate and safe alternatives being put in place. The safety of young children should be allowed for in all works, especially those on major routes to/from larger schools.	Disability Access Group
<b>g</b>	In some cases	Parish Council

<b>12</b>	<b>Any other comments</b>	
<b>a</b>	Should bus lanes within the borough be open access to all after 6pm and before 6am. should the bus lane at Farnborough Library access road be realigned.	Hampshire Resident
<b>b</b>	Bring back all highway maintenance in-house and spend public money more wisely.	Hampshire Resident
<b>c</b>	No	County Councillor
<b>d</b>	I would like to see more enforcement of illegal parking in residential areas	Hampshire Resident
<b>e</b>	1. Although strictly outside our remit, we note that there is no specific reference anywhere to "litter picking". The word "cleaning" is mentioned but in view of the importance of maintaining a clean environment we believe litter picking should be highlighted in the narrative. 2. We believe that although the word "highway" is meant to embrace footways also, it would be preferable to include additional references to footways from time to time, for the sake of clarity.	New Forest Access Forum
<b>f</b>	I have rarely seen the gutters swept in Alton, posing standing hazards to cyclists, I can never remember seeing the gully pots being emptied.	Hampshire Resident
<b>g</b>	As an access group we appreciate that the highway authority has limited funds to carry out its duties and obligations. However we feel it is vital that the authority takes account of the specific needs of the disabled, elderly and also of children when constructing its policies especially where safety concerns are involved. Currently none of the policies, with the exception of those involving disabled parking spaces, take any account of wheelchair users, those who are blind or partially sighted, or those with limited mobility of any sort. Said groups have specific needs, and ignoring them is, at the very least indirect discrimination and as such illegal under the Equality Act (2010), not to mention the Public Sector Equality Duty (2011).	Disability Access Group
<b>h</b>	Protection and enhancement of quality of place should not be an aside but central to the policy guidance and a main thread of individual policies within both the Traffic Management Policy Guidance and the Highway Maintenance Management Plan. We are pleased to note that HCC has prepared a companion document to Manual for Streets as guidance to improve the character and quality of the street scene within new residential developments but no reference is made to the subsequent document Manual for Streets 2 that promote a wider application of the principles. There should be clearer application of the principles in MfS 2 within the broader policies, in particular in guidance supporting initiatives to improve the quality of place of village streets and rural lanes.	Hampshire Organisation

i	<p>The feelings from the parish council and residents are mainly centred around speeding along the A272 through the village generally. Families find difficulty in getting across the A272 from Rothercombe Lane safely to deliver and collect children to and from Langrish school due to speeding traffic. Residents in North Stroud Lane have to jump for their lives when walking the lane due to speeding 4 wheel drive vehicles off roading. The Ragwort Control Act 2003 makes the HA responsible for inhibiting the growth and spread of injurious weeds growing on a highway. It would be nice if they actually removed the ragwort from the A3 then! The Transport Act 2000 enables HAs to designate quiet lanes and home zones. Would they like to consider designating North Stroud Lane (Langrish BOAT 19) as one of these, considering current use by 4 wheel drive vehicles causing safety issues and noise pollution? HCC documents such as the 'Surfacing Guidance Document' are presumably drawn up to ensure the correct surface is used for the situation. Many of our narrow lanes (Stroud, Oxenbourne, Steep, Froxfield for example) are used by horse riders and become very slippery through wear (Froxfield/Steep) and heat damage (Oxenbourne). Even when resurfaced (as in the case at Ashford - just completed) the new surface is slippery for horses. Perhaps HCC should refer to their document and see if a safer surface with more grip could be used.</p>	Parish Council
j	<p>Why have no policy statements been shown for important matters like the provision or otherwise of road centre line marking, i.e. the actual application of lining not the maintenance</p>	Hampshire Resident