****

**How to report an issue on the public highway**

Each year our highways service receives hundreds of enquiries asking for information, requesting repairs, or notifying us of a safety issue.

To ensure that these enquiries are dealt with by the correct team as quickly as possible, please use the following guidance and provide as much detail as possible:

1. **Check it is on the public (adopted) highway.**

The highways team will only deal with issues that are on the public highway also called the adopted highway. To find out if the location you want to report is highway or another MKCC area, please use the [MY MK MAPPING](https://www.milton-keynes.gov.uk/your-council-and-elections/council-information-and-accounts/my-milton-keynes-interactive-mapping-0) tool on the MKCC website. Anything shaded in blue is adopted highway. Yellow shaded areas will be MKCC owned but are not dealt with by highways e.g., may belong to Housing or Parks and Open Space. Non-shaded areas will be privately owned e.g., Parks Trust, developer, or another landowner.

Problems with weeds, overhanding bushes and branches should be logged for the Landscape team.

1. **Use the Report It section on the MKCC website.**

Under the Highways section there are several categories to direct your report to the right area. If you choose a category that is considered a highways emergency, please call 01908 252353 during officer hours or 01908 226699 out of hours.

Make sure you choose the correct category as this could delay the report getting to the right team.

1. **Include as much detail as possible.**

All defects reported to us will trigger an inspection from a highways officer or streetlighting engineer depending on the issue. With thousands of assets across the borough, it is important that they can find the fault as quickly as possible so please include as much detail as you can.

What3Words is a good site to get a location to within a 1 metre square. If it is safe to do so, take photos of the location and the issue you want to report. A photo will also help us to locate the asset and look at the issue.

Streetlight columns will have a reference number painted onto them.

1. **Provide your contact information.**

When you log a report for us, you will receive a reference number beginning with FS. This will be used to track your enquiry at each stage from the initial report to completion. If you need to contact us about your report at all, this FS reference number will allow us to find the details quickly.

**Responses to Enquiries**

Highways is a heavily regulated area by the Department for Transport (DfT), and there are several pieces of legislation that cover this area. The main ones are:

* The Highways Act 1980,
* Traffic Signs Regulations and General Directions 2016,
* New Roads and Street Works Act 1991.

The DfT commissioned guidance for all highways authorities called ‘The Code of Practice’ which came into effect in October 2018. This nationally accepted guidance is followed by authorities including MKCC to develop their approach within their limited budgets, to maintaining highways infrastructure to meet local requirements and council priorities.

What this means in practice is a risk-based approach applied to all requests for maintenance on highways assets. Simply put, we don’t have the budget to carry out every request we receive so we prioritise works based on how urgent the repair is.

We also look at how we can prolong the life of an asset to save money in the long term such as certain road surface treatments, or if we can declutter the network from defunct signs, we’ll do that rather than replace them.

**Highways Inspections**

When you log an issue to the highways team it will either be a Service Request or an Information Request.

**Service Requests** include maintenance or replacement works to a highway asset e.g., repair a pothole or a streetlight.

**Information Requests** include asking for details about a policy or to explain why a decision or action has been taken.

Service Requests will be passed to a qualified Highways Inspector to visit the location and assess the issue against the Codes of Practice. During this assessment they will also look at the local environment, determine how busy the area is and the type of traffic and make a final decision.

Your enquiry will then receive one of these responses:

**Response Description**

|  |  |
| --- | --- |
| **Not at Investigatory Level** | The defect you’ve reported has been assessed against the Codes of Practice and doesn’t meet the criteria for a repair or replacement. Whilst this may be disappointing, we must assess all reports in this way to ensure that we are able to fix the more serious issues first and resources are used efficiently to keep the whole network safe. Non-urgent issues may be re-reported later if they get worse.  |
| **Planned Works** | For efficiency we will group together certain works to save on costs. Each year we put programmes of works together and this response means your reported issue will be included in one of these programmes. We don’t issue exact dates for the works as there as many factors that could delay a scheduled start date, but any approved permits may be viewed on https://One.Network and we send out regular updates to all councillors and parishes on a Friday bulletin. |
| **Emergency Repair** | A ‘make safe’ repair will be done between 2-24 hours. For pothole repairs this may be a temporary fill which may not be visually appealing but is a quick way to make the road safe. We’ll follow it up with a permanent repair when we can. We do a lot of these in winter when conditions are not ideal for permanent pothole repairs using hot materials. |
| **Further Works Required** | We’ve done some actions to fix the issue you’ve reported but some more works are needed. It may be that the problem is more complex or costly especially with electrical faults. Additional jobs will be planned in where possible, or resources allow. |
| **No Further Action** | The issue is either very low priority so does not meet our criteria in the Codes of Practice or does not pose a safety issue. An example of this may be a slightly damaged sign that is still readable but is safe. |
| **We’re Aware of the Issue** | We’ll be carrying out an inspection or are looking at adding a repair or replacement job onto an existing programme. It may also be that we are waiting for budget to become available before we can plan any works. Some schemes are very costly so may have to wait until we can secure budget to carry them out. |
| **Passed to Another MKCC Department** | The issue you’ve reported to us does not fall under the responsibility of the highways service but are covered by MKCC. For example, the issue may be on Housing land or is related to Landscape activities. We will ask Customer Services to reallocate your enquiry to the relevant team so they can take any appropriate actions. |
| **Not Public Highway** | We are responsible for the assets on the adopted (public) highway. Any other areas will be the responsibility of the landowner. Sometimes this may be another MKCC department such as Housing or Estates or it may be a private landowner such as the Parks Trust or a developer. |
| **Unable to Locate** | There’s not enough detail in the original enquiry for us to identify the location or the problem so we need you to contact us with more information. We have thousands of assets across a large area so providing as much detail as possible helps us to find the issue quickly. A What3Words location or photos are useful for us to determine what the problem is and the exact location.  |

Other responses are more specific to the type of enquiry you’ve reported:

**Streetlighting**

|  |  |
| --- | --- |
| **Lamp Out – 7 days** | If there are no other faults such as a power supply issue, the lamp repair should be repaired within 7 days |
| **Cabling Fault** | There is an issue with the power cable supplying the light. This can be a long-term issue to fix as identifying the exact point on the faulty cable could involve digging up the verge. Extensive or complex cabling repairs are very costly so we may not be able to carry out all the works required until budget becomes available. |
| **Power Supply Issue** | We’ll need to raise this with the National Grid to get the supply issue checked. It may also be a problem with the feeder pillar.  |
| **Replacement lamp post required** | We’ll need to replace the column which will require the power supply being disconnected and then reconnected once the installation is complete. This can take some time. In conservation areas, we’ll also need to order special heritage columns which can delay the works. |

**Drainage**

Please note that the Highways team deal with road drains and gullies that affect the public highway.

Carrier drains are dealt with by the water utility company and flood prevention related issues should go to the Lead Local Flood Authority team as they have other powers to take enforcement action.

A gully covered in leaves or other detritus should be reported to the Street Cleansing team.

|  |  |
| --- | --- |
| **Damaged or missing manhole - MKCC** | If the utility cover is ours, we’ll make it safe and get a repair scheduled. |
| **Damaged or missing manhole - not MKCC** | We’ll make it safe if it is dangerous and will let the utility cover (manhole) owner know about the issue.  |
| **Blocked gully - planned visit** | We clean road gullies on a routine basis but visit known hotspots more regularly to ensure they are as clean and clear as they can be.This gully you’ve reported will be picked up in the routine maintenance works.  |
| **Blocked gully - Environment team** | The issue is above the gully with either vegetation or detritus that needs to be swept by the Street Cleansing team or removed by the Landscape team contractor. If this is done and the gully remains blocked, we’ll do a further inspection to see if there is a blockage inside the gully. |
| **Localised Flooding** | There are several reasons for localised flooding, and these are all dealt with in separate ways. We will look at the cause of the flooding which may be a blocked gully in which case we’ll take action to clear it. If the issue is the carrier drain that the gully feeds into, we will let the water utility company know. If the issue is excess water from nearby land, the LLFA will be able to investigate. |

**More information**

There’s lots of information and helpful guides on the [Highways website](https://www.milton-keynes.gov.uk/highways) including:

|  |  |  |
| --- | --- | --- |
| [**Parking Enforcement**](https://www.milton-keynes.gov.uk/parking) | [**Residential Disabled Bays**](https://www.milton-keynes.gov.uk/highways/making-highways-more-accessible) | [**Access Protection Markings**](https://www.milton-keynes.gov.uk/highways/making-highways-more-accessible) |
| [**Flooding**](https://www.milton-keynes.gov.uk/highways/road-gullies-and-flooding) | [**Apply for Double Yellow Lines**](https://www.milton-keynes.gov.uk/highways/our-policies-and-processes/working-parish-councils) | [**Request 20mph speed limits and zones**](https://www.milton-keynes.gov.uk/highways/road-safety) |
| [**Potholes**](https://www.milton-keynes.gov.uk/highways/potholes) | [**Bridges and Structures**](https://www.milton-keynes.gov.uk/highways/signs-and-structures) | [**Signs & Street Name Plates**](https://www.milton-keynes.gov.uk/highways/signs-and-structures) |
| [**Road Surface Treatments**](https://www.milton-keynes.gov.uk/highways/roadworks-and-road-maintenance) | [**Speeding Issues**](https://www.milton-keynes.gov.uk/highways/road-safety) | [**Major Highways Projects**](https://www.milton-keynes.gov.uk/highways/major-projects) |
| [**Dropped Kerbs and Vehicle Crossings**](https://www.milton-keynes.gov.uk/highways/highways-permits-and-licences) | [**Road Safety for Schools**](https://www.milton-keynes.gov.uk/highways/road-safety) | [**Streetworks (permits and licences)**](https://www.milton-keynes.gov.uk/highways/highways-permits-and-licences) |
| [**Gritting and Grit Bins**](https://www.milton-keynes.gov.uk/highways/winter-services) | [**New Roads and Adoptions**](https://www.milton-keynes.gov.uk/highways/new-roads-and-adoptions) | [**Traffic Signals and Streetlights**](https://www.milton-keynes.gov.uk/highways/street-lighting-and-traffic-signals) |