

## **Charter**

**Between Leeds City Council and the Parish and Town Councils within the  
administrative area of Leeds City Council**

**Supplementary document setting out operational links between Parish and  
Town Councils and Highways & Transportation**

**Final Document**  
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## SECTION ONE – BACKGROUND

- 1.1 The Parish and Town Council Charter was agreed in 2006, and is subject to annual review. The Charter sets out how Leeds City Council and the local councils within the Leeds administrative area will aim to work together in partnership for the benefit of local people.
- 1.2 Section 3.18 of the Charter entitled “Council Departments” states:  
  
“Leeds City Council departments will work with local councils in establishing clear arrangements describing the operational relationships which exist between them, including the provision of service standards and contact details within key service areas.”
- 1.3 At the Parish and Town Council Forum Meeting on the 29<sup>th</sup> October 2009 it was agreed to establish a joint “Highways Working Group” for the purpose of providing a supplementary document to the Parish and Town Council Charter. “The Highways Charter” aims to set out operational links between local councils and the Highways & Transportation Service.
- 1.4 This document is the product of a number of meetings between officers of Leeds City Council and representatives of local councils through a joint working group during the period April-October 2010.
- 1.5 The underlying purpose of this document is to describe the Highways and Transportation services in relation to the needs of local councils in order to promote understanding of opportunities for closer working to achieve better services. It is consistent with the requirements Department of Transport (DfT) framework for highways asset management and associated codes of good practice which all encourage involvement of local communities in setting service levels.
- 1.6 Highways & Transportation Services are seeking to improve the level of information provided so that local people feel involved. This is particularly important and can utilise the established links which exist between local councils and Highways & Transportation across the city.
- 1.7 In this document, reference to the highway implies all parts of the highway between boundaries, including the road, kerbs, footways and verge areas.

## **SECTION 2 - HIGHWAY MAINTENANCE STRATEGY**

### Maintenance of Roads, Kerbs and Pavements

- 2.1 This service is delivered by the Highway Maintenance Section in accordance with an asset management plan which is published on the Council's website, [Highways Maintenance Policy](#). The overriding objective is to use information from condition surveys to carry out the right treatment in the right place at the right time to make best use of available funds and make a long and lasting improvement to the condition of the highway network.
- 2.2 Most works are prioritised and planned in advance. Planned programmes largely address streets on a worse first basis and local councils will have the opportunity to comment on proposals for local roads in their area prior to finalising this part of the programme. A programme of preventative maintenance work is also planned in advance, for streets which are just beginning to deteriorate, where minimal treatment will prolong their life and avoid the need for more expensive work in the future.
- 2.3 Requests for streets to be considered as part of a planned maintenance programme can be addressed to the Highways Asset Management section. More urgent reactive work requirements can be reported via the Council's contact centre or addressed direct to the Highway Maintenance delivery teams.

### Street Lighting and Illuminated Signs and Bollards

- 2.4 The management of illuminated highway assets is through a 25 year PFI arrangement which commenced in July 2006 and includes the replacement of around 95% of the assets. While 80% of this work was planned for the first five years, a residual programme will continue for the duration of the contract.
- 2.5 Where local councils wish to continue as "dark parishes", these arrangements will be respected. In adopting dark parish status, the local council takes on financial and legal liability for the lack of lighting and is therefore advised to consult their insurers.
- 2.6 Existing mock Victorian heritage columns will be replaced with new columns of a similar style. In conservation areas existing standard columns will be replaced with new standard columns which will be painted black. Aspirations for additional heritage columns will need to be funded locally and identified in advance of the works.
- 2.7 Local councils will be consulted in advance of column replacement and installation works. This will address issues relating to heritage columns, hanging baskets and any festive lighting requirements. The location of each proposed new column will not form part of the consultation and the street lighting will meet the national design standards that were used to generate the business case for the PFI funding. Hence aspirations for the occasional light will not be entertained, despite the fact that local councils may feel this is more fitting for rural environments. However, any concerns on the height or intensity of the proposed new lighting should still be raised at consultation stage. This will enable work to take place on a solution which meets the output requirements on which the PFI funding is predicated, while respecting local views.
- 2.8 Where there are problems of light intrusion, these can be reduced by the installation of a louver or shield to stop lights shining into windows etc. Such requests can be made to the Service Provider (SEC).

- 2.9 The Council employs a very small client team to monitor performance of the PFI Service Provider and to act as an interface with stakeholders. Reports and enquiries relating to the delivery of services should be directed initially to the Service Provider. The Highways Street Lighting Client Team will respond to enquiries on strategy and will investigate where SEC are deemed to have failed in their service delivery.

#### Other Highways Assets

- 2.10 Bridges, retaining walls and other highway structures are designed and maintained by the Bridges Sections within Highways & Transportation. Certain structures are owned and maintained by other “private” owners such as Network Rail, British Waterways Board etc and as such fall outside of the Council’s responsibility.
- 2.11 Traffic signals at junctions and pedestrian crossings are designed and maintained by Urban Traffic Management & Control (UTMC) within Highways & Transportation.
- 2.12 Non illuminated signs across the whole of the city are maintained by the Service Delivery unit at Seacroft.
- 2.13 Road markings and safety fencing (crash barriers) are maintained by specialist contractors, via the Service Delivery Team at Middleton.
- 2.14 Public rights of way (PROW), as defined on the Definitive Map and Statement, are maintained by Parks & Countryside. The Definitive Map provides conclusive proof of the existence and minimum status of PROW and the Statement provides details of the minimum width, length, surfacing and limitations. Parks & Countryside are also responsible for PROW bridges and all legal and enforcement issues relating to PROW.
- 2.15 Highway trees are also managed and maintained by Parks & Countryside, who give priority to management of tree hazards.
- 2.16 Parks and Countryside also advise on the control of noxious or invasive weeds that are growing within highway verge areas and will manage treatment, on instruction from Highways. However general horticultural maintenance (grass cutting and maintenance of planted areas) is carried out under contract arrangements administered within Environment and Neighbourhoods. They are responsible for monitoring the contracts against the specified frequencies and standards for a pre determined schedule of plots of highway land. Any additional works need to be approved by Highways as budget holders for the service. The Housing ALMOs have responsibility for monitoring service delivery on land falling within their responsibility.
- 2.17 Road sweeping, litter picking and weed control on paved areas of the highway are also the responsibility of Environment and Neighbourhoods. Weed control, through application of herbicides, is provided by external licensed contractors and managed by Parks and Countryside.
- 2.18 Cutting back of highway boundary hedges is generally the responsibility of the adjacent property owner. Where vegetation is overhanging the highway, enforcement action can only be taken by the enforcement section within Environment and Neighbourhoods. In certain cases the Council may own the adjacent property but the maintenance of the property boundary would still fall to the relevant service, rather than to Highways. Should a local council wish to assist by cutting back an over hanging vegetation, they are advised to agree this with the owner in advance.

- 2.19 Enforcement section also deal with other highway enforcement issues such as obstructions, encroachments, trading on the highway, illegal advertising, mud and other deposits on the highway, damaged cellar grates and abandoned vehicles.
- 2.20 Contacts for each of the above services are included in section 10.

## SECTION 3 - WINTER MAINTENANCE

### General Arrangements

- 3.1 The arrangements for the delivery of winter maintenance services are included on the Council's web site, [Ice and snow clearing](#). This covers forecasting and gritting policy, gritting routes and the location of Highways grit bins.

### Grit Bins

- 3.2 Grit bins are only provided at a limited number of locations which have been assessed as having the greatest need based on gradient and the number and nature of properties served. The salt is specifically provided to enable residents to grit the highway on a self help basis and invariably needs replenishing during prolonged adverse weather. Limited resources at such time precludes the widespread expansion of the grit bin service.
- 3.3 Where local councils wish to provide an enhanced grit bin service, Highways will deliver a stocked grit bin to the agreed sites, at cost to the local council. The grit bins can be located on the highway verge or footway, provided they do not create an obstruction. The local community would then be responsible for purchasing, spreading and replenishing the salt. A lockable bin can be provided to help prevent mis-use of the resource.

### Snow Clearance

- 3.4 The Council's ability to clear snow from pavements and roads is also limited and the snow will have thawed or compacted to ice before resources can be deployed on many residential streets. Where local councils wish to provide an enhanced service they can formally deploy local resources on a voluntary community self help basis or they can fund and manage their own local contracts.
- 3.5 Local councils proposing to provide enhanced services should establish such arrangements during the preceding summer in consultation with Highways. Any arrangements which involve working on the highway require Highways consent (see section 7). Furthermore, the early involvement of Highways may result in a better final outcome and avoid the local council in abortive work.
- 3.6 Where proposals are based on voluntary community self help under the local council management, Highways will provide advice and basic safety training. Methods of working will need to be agreed to ensure that the work carried out does not create an unnecessary safety hazard (eg snow clearance from footways should be followed by spreading of grit to produce a safer walking surface. Guidance can be given to achieve a suitable spread rate). By following the advice given, local councils should be in a position to defend any claims of negligence if accidents occur on completion of their work.
- 3.7 Where the local council is seeking support from Highways during a snow event, eg in the provision of salt, tools, protective clothing etc, specific arrangements need to be agreed in advance on such issues as delivery location, quantity and purpose. The amount of any salt provided will be limited and cannot be guaranteed in the event of salt shortages.
- 3.8 Local councils seeking to set up contracts with local farmers or other contractors will need to seek Highways advice on the wording of the contract to ensure that the service being procured meets normal industry safety and operational standards, that plant (tractors, ploughs etc) are operating legally and without damage to the highway and that

appropriate insurance is in place. The scope of the proposed service should be agreed to ensure co-ordination with the services provided by Highways.



## **SECTION 4 - HIGHWAY FLOODING AND DRAINAGE ISSUES**

### Highway Piped Drainage Systems

- 4.1 On most kerbed roads, drainage gullies are provided to take away water that falls on the highway. Where the piped drainage system appears to have insufficient capacity to cope with the volume of water during normal rainfall events, it may be that additional gullies and / or pipe storage capacity is required. Highways Service Delivery at Middleton will work with local councils to investigate and provide additional capacity where appropriate.
- 4.2 The day to day cleansing of the gullies is managed by Environment and Neighbourhoods and gullies that are filled with silt or otherwise failing to flow freely should be reported accordingly.
- 4.3 Theft of ironwork from highway gullies is increasing and local council support is sought to report any suspicious workmen. Highways Depots will respond to make safe and replace the ironwork.
- 4.4 Flooding can occur on piped drainage systems due to collapse or damage to buried pipes causing a surcharge. Repair responsibility is often complicated as most gullies will connect almost directly into a Yorkshire Water sewerage system and many areas also have privately maintainable drainage from adjacent properties. If foul water is surcharging, Highways are very unlikely to be able to resolve the problem and Yorkshire Water and Environmental Health should be contacted. However, where a local council is having difficulty in identifying anyone who will accept and act upon the problem, Highways & Transportation will provide support by initiating an appropriate investigation, involving all potentially responsible parties, to identify the cause and responsible party. Where appropriate they will help develop a solution.

### Roadside Ditches

- 4.5 In rural areas, water falling on the highway will often drain into adjacent ditches or watercourses. The fact that highway drainage enters a ditch is not proof that it is owned or maintained by the Council. The owner of land adjoining the highway has a common law duty to cleanse the ditches that adjoin the highway so as to prevent them from causing a nuisance to the highway. Highway Maintenance may however opt to carry out clearance work in a roadside ditch, in particular where the highway floods as a result of an obstruction in a roadside ditch.

### Culverts Taking Water Courses under the Highway

- 4.6 Where rivers and water courses pass under a highway, the Council has a responsibility to ensure that the water passes under the highway without obstruction. The management of this function is split in a complex manner, but in the first instance any problems should be reported to Flood Risk Management Section who will investigate and liaise with other sections as required.

### Further Guidance

- 4.7 It is not permitted to drain water off adjacent land onto the highway. Furthermore, paving a front garden can increase the risk of flooding both on and off the highway. The council has prepared a leaflet giving advice on constructing drives, patios and parking spaces without generating flood risks. This also identifies where there is a need for planning

consent and permission to construct a highway vehicle crossing. Local councils can obtain a copy from the Asset Management Section.

- 4.8 The Flood Risk Management section within Highways & Transportation provides expertise in the investigation of flooding for the whole of the city, including off highway. They have prepared an information sheet which is available on the Council's web site at [http://www.leeds.gov.uk/Environment\\_and\\_planning/Emergencies/Floods/Responsibilities\\_for\\_flooding\\_and\\_flood\\_risk.aspx](http://www.leeds.gov.uk/Environment_and_planning/Emergencies/Floods/Responsibilities_for_flooding_and_flood_risk.aspx) and covers in more detail all the legal aspects of drainage maintenance and responsibilities, including case law. Flood Risk Management are a good point of contact for enquiries, particularly where responsibility is not clear.

## **SECTION 5 - GRASS VERGES**

### Ownership and Responsibility

- 5.1 Maintenance responsibility for grassed areas varies. Certain areas of public open space are vested with Parks & Countryside and they manage the grass cutting. They also manage the maintenance and administration of sponsored roundabouts.
- 5.2 However, most highways grassed areas are covered by the maintenance contracts that are administered by Environment and Neighbourhoods. The cost is shared by Highways and the Housing ALMOs based on location. The addition of any new plots has to be approved accordingly.
- 5.3 Staff in Highways Asset Management have access to maps showing all of the plots included in the above arrangements and are also able to advise where ownership is private.

### Removal of Grassed Areas

- 5.4 Highways regularly receive requests to pave grassed areas to manage the damage caused by vehicles parking on verges. Demand is highest in the more urbanised areas where there are no alternative parking facilities. Highways caution against such proposals due to the adverse impact on surface drainage. Furthermore, it is not a Highways responsibility to make parking provision. However, where this is a local priority and local funding is available, Highways may be able to assist. Match funding may be provided where the works will save future maintenance costs. Requests should be directed initially to the Highway Asset Management Team.

### Protecting Verges from Damage

- 5.5 Many communities value their grassed areas and seek support from highways to protect them from unnecessary damage. Highways intervention may be neither appropriate nor successful. Neighbour disputes in particular are dealt with more effectively by local negotiation. Highways may physically prevent parking by installing timber fencing or posts or installing raised kerbs. A parking restriction will legally prevent verge parking but would in addition stop parking on the road and would require road signs, lines and enforcement to be wholly successful.
- 5.6 Enforcement is often sought to rectify damage caused by a specific perpetrator, at their cost. Enforcement is the responsibility of Environment and Neighbourhoods. The legislation exists to enable such action but the amount of evidence required generally prohibits any successful outcome.
- 5.7 Given the above difficulties, residents do sometimes take matters into their own hands, eg by installing rocks to prevent access to a verge. Legally these are obstructions and Highways cannot give consent for such action or accept liability for any resulting incident. Environment and Neighbourhoods will take enforcement action where the action creates an obvious danger or where specific complaints are received.
- 5.8 Where local councils are aware of verge damage being caused by specific parties, at a level which is becoming unacceptable to the community, it is recommended that they address this directly with the responsible party.

## **SECTION 6 – TRAFFIC AND TRANSPORT ISSUES**

### Transport Strategy

- 6.1 The Council through the Transport Strategy Group undertake the development and implementation of transportation strategy in conjunction with the Integrated Transport Authority and Metro and district highway authorities as part of the West Yorkshire Local Transport Plan partnership. This includes making best use of available road space by improving the highway system (new construction, additional lanes for capacity, bus priority, traffic management and signals, cycling etc). The strategy covers measures for dealing with congestion, including by increased use of public transport, travel information, cycling, walking and programmes and initiatives for road casualty reduction and travel choices (including training and publicity) etc.
- 6.2 Arising out of the policy is the prioritisation of work against Government Local Transport Plan (LTP) funding which is agreed with the ITA (Metro) as part of three year Implementation Plans. Regular works programmes include pedestrian crossings, working with partners on travel plans and packages to aid mobility. Where local Councils believe they have a proposal which may be eligible for LTP funding they can approach Transport Strategy for advice.

### Highways Development Control

- 6.3 The Council as a Highway Authority are formally consulted on planning applications and the response to these is provided as input to the planning process by the Highways Development Control teams which work closely with the area planning teams.
- 6.4 Through this input appropriate agreements for highway improvements and transport requirements through Section 278 highways agreements and Section 106 planning agreements. This work is conducted in line with the policies set out in the Local Development Framework and Local Transport Plan.

### Road Safety

- 6.5 Enhancing road safety is an objective running through transport strategy development. The Road Safety unit receives police information on all recorded personal injury accidents on the highway. Investigation, analysis and recommendations are published on the Council's web site in Sites for Concern and Lengths for Concern in [Road injury data](#). Both documents are reviewed annually.
- 6.6 Road Safety data is used for prioritising service delivery generally, and particularly for local safety schemes such as 20mph zones. This ensures that sites with known safety issues are given higher priority for mitigation measures than those where the main concern relates to accidents which might happen in the future. The data also informs the work of the Influencing Travel Behaviour teams who look after road safety and travel choices promotion and road user training.

### Traffic Management and Engineering

- 6.7 While Transport Strategy deals with the strategic matters, local councils should normally address site specific enquiries or requests for service to Traffic Engineering who oversee traffic management duties in terms of regulations, signs and markings. The area traffic teams have local knowledge and will initiate further investigations into parking patterns, traffic volumes and speeds as required.

- 6.8 If a request is supported by evidence it will be put forward for funding. This may be from the LTP where the proposal meets LTP objectives. Alternatively Traffic Engineering hold small capital and revenue budgets which enable funding of proposals with more localised environmental benefits. Residents permit parking schemes in particular are not funded through the LTP.
- 6.9 Traffic will investigate enquires relating to parking restrictions, speed limits, pedestrian facilities (including zebras and pelicans), direction signing, street name plates, vehicle activated signs (VAS), HGV bans etc and work with Transport Strategy to include agreed priorities in future Annual Programmes and the LTP Implementation Plan.
- 6.10 The traffic signals system is operated by Urban Traffic Management & Control who process all fault reports and oversee the Council's maintenance contracts including rapid response to priority locations.

### Local Initiatives

- 6.11 Not all proposals that are put forward for funding will receive a sufficiently high priority to enable the work to be programmed. Generally, capital programmes are fully committed at the start of each financial year. Since demand exceeds funding, schemes may remain on the "wish list" for in excess of two years.
- 6.12 Where a scheme is accepted as a good solution to a traffic problem but offers insufficient benefit to receive a high priority, the works can be brought forward using local funding sources. Traffic Engineering will provide a design and implementation service in such cases.
- 6.13 Where speed of traffic is a concern, Transport Policy will provide a temporary loan of a speed indicator device (SID) to enable local assessment of vehicle speeds and to encourage drivers to go slower. Training is provided as part of the loan arrangement.

### Scheme Implementation

- 6.14 Once a scheme has been programmed for Council or local funding, there is a process to be followed before the works can proceed on site. This is particularly so where changes in parking restrictions or speed limits are involved. First a draft scheme has to be designed and issued for consultation. As well as local councils and residents, consultees include bus service providers (where applicable), the police and other emergency services. The draft proposal may need to be amended in response to issues raised through consultation. Formal approval is then needed from the Chief Officer for Highways & Transportation for the necessary notices and orders to be advertised. Designers will seek to resolve objections to the advertised details, but those that are not resolved or withdrawn again need a formal decision of the Chief Officer if they are to be over-ruled. Depending on the size and complexity of a scheme and the number of consultation responses and objections, this process can take upwards of twelve months.

### Fact sheets

- 6.15 Traffic Engineering is a highly regulated area. The legal framework is very specific as to the design of signs and lines. Any anomalies in the process, the design or the implementation can render a scheme unenforceable.

6.16 Consequently, solutions which seem eminently sensible are not always feasible! Traffic Engineering are therefore preparing a series of fact sheets designed to help local councils (and others) understand the suitability, benefits and pitfalls of various solutions in solving traffic engineering issues. Local councils will be consulted where a fact sheet is formalising policy on issues of local council interest (eg the non provision of village hall signs!). Some information can already be found on the [leeds.gov.uk](http://leeds.gov.uk) web site by following the “residents” and “roads, parking, and travel” links. Further enquires should be directed to Traffic Engineering.

## **SECTION 7 - PARISH AND TOWN COUNCIL INITIATIVES**

### Requirement to Consult with Highways

- 7.1 Local councils are required to consult with Highways to obtain consent for any initiative which involves doing something on the highway, including winter maintenance activities (see section 3). This is to enable:-
- Guidance to be given on the requirements for safe excavation and working on the highway;
  - Agreement on any temporary traffic management;
  - Suitability of the location to be checked in terms of safety (sight lines, required unobstructed widths etc);
  - Maintenance responsibilities and liability to be confirmed;
  - Consent to be granted.
- 7.2 Early discussions may help identify options which could simplify processes and reduce costs. eg if any excavation is restricted to the highway verge, the qualification requirements of the workmen are reduced and avoiding certain roads can reduce the cost of temporary traffic management and other safety requirements.

### Temporary Events

- 7.3 Where possible, local councils should always seek alternative off highway locations for holding events. Where the preferred or only option does impinge on the highway, contact should be made with the local Traffic Engineering Team in the first instance. They will give advice and will initiate the approval and legal process for any road closures or parking restrictions. Contact should be made as early as possible and at least three months before the event.

### Wayside Seats, Trees and Other Installations

- 7.4 Contact should be made with the Network Management Section when planning work on or in the highway. Guidance given is to protect all parties and to safeguard the public.
- 7.5 While there is a need to formally record consents for future reference, Highways will seek to facilitate initiatives with the minimal of legal formality. However, a documented licence to cultivate or licence to install a structure on the highway will be required.
- 7.6 Local councils should be aware that it is not the responsibility of Highways to provide wayside seats. Those provided by local councils need to be maintained safely until such time as they are removed. Highways will intervene to remove seats that are no longer maintained and have become unsafe.
- 7.7 To assist in managing the highways assets, local councils shall submit a copy of their asset register to include all assets which are located on the highway. This shall be provided to Network Management on an annual basis following the annual preparation of local council accounts and in any event by the end of each June.

## Insurance

- 7.8 Local councils need to have public liability insurance which will cover claims relating to events, works and installations on the highway that are a result of a local council initiative. Highways have extensive experience in claims handling and will give advice in the event of a claim being received. Following the advice given by Highways when setting up the local initiative will assist in any subsequent claims defence.
- 7.9 Local councils shall submit evidence of insurance cover annually, at the same time as they provide a copy of the asset register.

## Costs and Fees

- 7.10 The criteria for charging for events is regularly reviewed. Event organisers should generally anticipate having to fund the cost of advertising any notices and orders required to facilitate the traffic management.
- 7.11 Fees for licences and consents cover the recharge of staff time for inspecting site locations and administering the arrangements. Legal fees will generally be avoided, but where they are incurred they will be recharged in full. For an indication of the scale of fees local councils are advised to check the current fee for a licence to place a structure on the highway which can be found on the Council's web site at [place a structure on the highway](#).



## SECTION 8 – COMMITMENT TO CONSULTATION

### Consultation

- 8.1 When Highways & Transportation consult with ward members on scheme proposals, the Council undertakes to also consult with local councils where the scheme proposals fall within their boundary. Where necessary, Highways & Transportation will refer to the official map to determine which local councils to consult. This can be found on the Parish and Town Council webpage: [www.leeds.gov.uk/parishcouncils](http://www.leeds.gov.uk/parishcouncils).
- 8.2 Consultation shall normally be via the local council clerk except where the local council has identified a specific person to deal with a matter on their behalf. The current list of local council clerks and contact details can be obtained on the above webpage and local councils shall undertake to advise Democratic Services of any changes to the list. Where all local councils are being consulted, "Parish Clerks" has been set up as a generic email address set up in the Council's global address book.
- 8.3 Where proposals fall outside the local council boundary officers will use reasonable judgement on the impact on the local council and will, where appropriate, include them in the consultation. Local councils will specifically be consulted when traffic proposals will significantly impact on their area, irrespective of whether the event or change is within their boundary.
- 8.4 Consultations shall take place for all proposals which include:-
- Changes in parking restrictions;
  - Changes in speed limits;
  - Anything affecting the alignment of the highway;
  - Anything affecting legal use of a highway (eg HGV bans, access only orders etc);
  - Measures to improve road safety, including crossing sites
  - Highway Maintenance Programme on local roads.
- 8.5 Specific consultation shall also take place on the opportunities available to influence the design of a replacement street lighting system. (See Section 2). A "system" shall comprise of any full street or major junction re-lighting where a new lighting system has been designed but not the ad-hoc on line replacement of a small number of columns.
- 8.6 Consultation takes place on an annual basis with ward members on the highway planned maintenance programme on local roads. Local councils shall be included in the consultation for their ward, irrespective of whether there are any proposals within their boundary.
- 8.7 Generally, consultees should be allowed three weeks to respond to consultations unless an alternative time scale has been agreed. If the local council requires longer, an extension request should be submitted. All correspondence and consultation responses should be returned to the originating officer. Responses on the highway maintenance programme must also be provided to the ward members to enable them to respond in relation to the whole of their ward.
- 8.8 Where promoters other than Highways & Transportation have proposals which will impact on the highway within a local council area (eg event organisers or utility companies) they will be required to carry out direct consultation with local councils.

8.9 Where Highways & Transportation are delivering works which arise out of a condition of a planning consent, this will already have been the subject of statutory consultations via the planning process. Highways & Transportation have no authority to amend a planning decision and will not therefore carry out any specific consultation on such works.

## SECTION 9 – KEEPING TOWN & PARISH COUNCILS INFORMED

### Highways & Transportation Programme

- 9.1 Highways & Transportation will publish an annual programme at the start of each financial year which covers:-
- Highway maintenance programme
  - Bridges Programme
  - Traffic Engineering Programme
  - Local Transport Plan Programme
  - Externally funded works (eg in association with developments)
- 9.2 Local council clerks shall be included on the distribution list for receipt of a paper copy of the programme for their ward(s). Shortly thereafter it will be posted on the Council web site ([Highways and Transportation Annual Programme.](#)) Where there are concerns that works may clash with a local event (eg “In-Bloom” judging) contact should be made as early as possible with the works promoter as indicated on the programme.
- 9.3 The delivery of the highway maintenance programme can be tracked on the internet at [Highways Maintenance Programme](#). This site is updated weekly and includes proposed delivery dates as soon as these have been programmed. This site includes the local roads programme (as previously subject to consultation), schemes on main roads (which are prioritised on a city wide basis) and revenue funded works which are generally lower cost preventative maintenance works designed to extend the life of streets.

### Notification of Highways & Transportation works

- 9.4 Prior to any major planned maintenance works, information on “Repair works on your street” is sent to all properties fronting the length to be maintained. A courtesy copy will also be sent to the local council clerk where applicable.
- 9.5 The Network Management weekly roadworks list includes all works notified to them that are likely to cause disruption to traffic. As well as identifying events and major utility and LCC works within local council areas, it can also be used to identify proposals on routes in and out of the area. The report is available by email to any local council registering their email address with [highways@leeds.gov.uk](mailto:highways@leeds.gov.uk).
- 9.6 Further travel related information and links are available on the [leedstravelinfo](#) website.

### Notification of utility works

- 9.7 Utilities are required to notify the council of works they carry out in the highway. While notification is generally in advance, the notice can be as little as two hours and emergency works are notified retrospectively. Over 20,000 such works take place across Leeds each year. Where the proposals impact on a community, it is the responsibility of the utility to carry out appropriate consultations and to provide information on the works.
- 9.8 LCC maintain a register of all notified works. A copy of this register is available on the Internet at [www.leeds.gov.uk/streetworks](http://www.leeds.gov.uk/streetworks). This application allows searches to be made on any street to show all works proposed, in progress or those that have been completed.

## Notification of temporary traffic management arrangements

- 9.9 It is generally the responsibility of promoters to provide information on the temporary traffic management arrangements for their scheme or event. Where the proposal has the potential to cause disruption, promoters will generally consult Highways & Transportation officers in Network Management for advice.
- 9.10 Highways & Transportation officers undertake to direct the promoters to include local councils in their consultations and publicity.
- 9.11 On very high profile cases where major disruption is anticipated, Network Management will pro-actively advise local councils in advance. However such intervention is rare and at the discretion of the Area Network Officers.
- 9.12 Where a temporary traffic regulation order (TRO) is required to close a road to vehicular traffic to enable an event or scheme to progress, this is subject to a formal legal process. Unlike a permanent TRO, there is no objection period. However, Legal Services are required to provide a copy of the notice or order to various statutory consultees and undertake to include local councils in the process where applicable.

## Winter Maintenance

- 9.13 Through severe weather events Highways & Transportation provide regular updates on forecast conditions, actions which have already taken place and future planned action. This appraises ward members of the situation and any difficulty in providing a service (eg national salt shortages, rain turning to snow etc). This information shall also be provided to local councils.
- 9.14 Daily updates on conditions and proposed gritting actions are made throughout the winter season on a twitter site. A link to this site is available via the ice and snow clearing on the Council's web site (see 3.1).
- 9.15 Other information relating to winter maintenance services can be found in Section 3.

## SECTION 10 – GETTING IN TOUCH WITH HIGHWAYS & TRANSPORTATION

- 10.1 Routine enquiries, such as lights out and pothole reports can be reported to the silver number at the council contact centre, 0113 222 4407. The reports are transferred electronically to SEC (the street lighting service provider), Highway Maintenance etc for action. There is no automatic feedback to the customer unless this is a non routine enquiry and a response is specifically requested.
- 10.2 Street lighting faults can also be reported direct to SEC on freephone 0800 0325 349 or via [www.lightsoninleeds.co.uk](http://www.lightsoninleeds.co.uk).
- 10.3 Any enquiry can also be made in writing, electronically to [highways@leeds.gov.uk](mailto:highways@leeds.gov.uk) email address or by letter to the Highway and Transportation Middleton address. (Selectapost 6, Ring Road, Middleton, LS10 4AX). These methods should be used for enquiries where some feedback is required.
- 10.4 A lot of information about Highways and Transportation is publicly accessible on the internet and links have been identified throughout this document. Additional to these, there are two statutory databases. The first is a list of all the streets which are maintainable at public expense which can be viewed and interrogated at [www.leeds.gov.uk/streetregister](http://www.leeds.gov.uk/streetregister). The second is the Public Rights Of Way Definitive Map which is available for public inspection at Red Hall, Legal Services, St George House and other Council offices and libraries. It is not currently available on the internet.
- 10.5 Highways & Transportation undertakes to provide local councils with details of the named officers and contact numbers for regularly used services. The information will be specific for each local council and will enable enquiries to be directed to the person who is authorised to provide the service.
- 10.6 Highways & Transportation also undertakes to provide local councils with a senior management structure chart to identify contact arrangements for advice on more strategic issues.
- 10.7 This information will be updated on request and generally prior to each annual local council conference.
- 10.8 The appendix to this charter covers the key functions provided on the highway with a brief summary of what the service entails and the post and contact number responsible for delivery. Names are specifically excluded to avoid the need for regular updating.

### Commitment to Response Times

- 10.9 Highways & Transportation are committed to corporate response targets, for example on acknowledging and responding to correspondence and complaints. They also have a small number of local target response times. The targets apply irrespective of whether a report is received from the public or generated internally.
- 10.10 For potentially dangerous defects in the highway, the target is to make safe by the end of the next working day. Other urgent defects are programmed for repair within the following fortnight. The response time commences from the time the Council is notified of the defect.
- 10.11 The street lighting PFI has its own contractual performance targets. Faulty street lights should be repaired within five working days. The exception is where the fault is on a

supply cable owned by Yorkshire Electricity where a national framework of response targets has been introduced. This allows 25 days to repair a street lighting fault, reduced to 20 days if two or more adjacent lights are affected. If a street light or illuminated sign or bollard is unsafe and may present a risk of injury, i.e. the door is off or the lantern is loose, then this will be attended to within 1 hour of a report being received. The installation will be made safe and arrangements will be made for a permanent repair, were necessary, to be completed within 20 working days.

- 10.12 For traffic light faults the council have a contract with a specialist firm. During working hours (7am to 7pm weekdays) urgent faults are attended to within an hour of receiving a report. At other times, the response time is two hours.
- 10.13 For bridges and other structures, high risk situations are attended on the same day with action taken to protect public safety by use of road closures, barriers, etc. Other potentially dangerous defects are attended within three days.

## **SECTION 11 – APPROVAL AND REVIEW**

- 11.1 This supplementary document is to be endorsed by the joint working group and considered by the City Council and local councils before being considered at the Annual Meeting of the Parish and Town Council Forum. Its final approval and ownership lies with the Chief Officer Highways & Transportation of the City Council.
- 11.2 The responsibility for the upkeep and distribution of this document lies with the Chief Officer Highways & Transportation in association with the Chief Officer Democratic & Central Services of the City Council. The local councils will monitor the effectiveness of this supplementary document and it will be reviewed on an annual basis by the City Council in consultation with the Parish and Town Councils to ensure it remains fit for purpose. If any amendments are considered necessary, the changes will be reported back to the Annual Meeting of the Parish and Town Council Forum, for consideration.

## APPENDIX 1 – CONTACT DETAILS

Function	Service	Contact
Keeping the list of publicly maintainable streets	Providing information from the register. See 10.4.	Highway Registry <a href="mailto:Street.registry@leeds.gov.uk">Street.registry@leeds.gov.uk</a> 0113 247 5606
Keeping the PROW definitive map and statement	Providing information from the definitive map	Parks & Countryside PROW <a href="mailto:parks@leeds.gov.uk">parks@leeds.gov.uk</a> 0113 395 7400
Maintenance of Roads, Kerbs and Footways	Request for streets to be considered for inclusion in a planned maintenance programme	Asset Management See specific local council contact details
	Request for urgent repairs	Contact centre 0113 222 4407  Or Highway Maintenance. See specific local council contact details.
Street Lighting and illuminated signs & bollards	Repair of faulty lighting and queries on column replacements	SEC (0800 0325 349) or <a href="http://www.lightsoninleeds.co.uk">www.lightsoninleeds.co.uk</a>
	Enquiries on strategy and complaints which SEC have failed to satisfy	SL Client team 0113 385 3120
Bridges	Any enquiry on the design and maintenance of bridges, retaining walls and other structures	Bridges <a href="mailto:Dev.bridges@leeds.gov.uk">Dev.bridges@leeds.gov.uk</a> For urgent reports ring the contact centre on 0113 222 4407
Traffic Lights	Any enquiry on the design, maintenance or operation of signalised junctions and crossings	Urban Traffic Management and Control, 2460137 or <a href="mailto:traffic.signals@Leeds.gov.uk">traffic.signals@Leeds.gov.uk</a>
Non illuminated signs	Maintenance enquiries	Highway Maintenance Service Delivery (Henshaw) 0113 214 6543
Road Markings	Refurbishment of faded or missing lines	Highway Maintenance Service Delivery (Middleton) 0113 247 6344
Crash barriers	Repair of damaged barrier	Highway Maintenance Service



		Delivery (Middleton) 0113 247 6344
PROW	All matters relating to PROW	Parks & Countryside PROW <a href="mailto:parks@leeds.gov.uk">parks@leeds.gov.uk</a> 0113 395 7400
Horticultural Maintenance	All matters relating to highway trees	Parks & Countryside Forestry Services <a href="mailto:parks@leeds.gov.uk">parks@leeds.gov.uk</a> 0113 237 5201
	Enquiries about grass cutting and maintenance of planted areas within the highway	Environment & Neighbourhoods Grounds Maintenance <a href="mailto:csggrasscutting@leeds.gov.uk">csggrasscutting@leeds.gov.uk</a> 0113 214 6553
	Queries about plots of land which are not included on a maintenance schedule	Asset Management <a href="mailto:highways@leeds.gov.uk">highways@leeds.gov.uk</a> 0113 247 7502
Litter and street cleansing	Queries about road sweeping, litter picking or weeds on paved highway areas	Environment & Neighbourhoods Streetscene Services <a href="mailto:refuse.collection@leeds.gov.uk">refuse.collection@leeds.gov.uk</a>
Overhanging Vegetation	Requests for enforcement where vegetation is obstructing the highway	Environment & Neighbourhoods Enforcement <a href="mailto:environmental.action@leeds.gov.uk">environmental.action@leeds.gov.uk</a>
Winter Maintenance	Enquiries about providing grit bins	Highway Maintenance Depot See specific local council contact details.
	Enquiries about training and establishing winter self help or local contracts for snow clearing	Highway Maintenance Manager 0113 247 4987
Drainage and Flooding	Enquiries about lack of road drainage capacity	Highway Maintenance Service Delivery (Middleton) 0113 247 6344
	Enquiries about blocked gullies	Environment & Neighbourhoods Streetscene Services <a href="mailto:refuse.collection@leeds.gov.uk">refuse.collection@leeds.gov.uk</a>
	Enquiries about surcharge from drainage pipes	Highway Maintenance Service Delivery (Middleton) 0113 247 6344

		For foul sewage surcharge <a href="mailto:env.health@leeds.gov.uk">env.health@leeds.gov.uk</a> and Yorkshire Water customer helpline 0845 124 2424
	Advice on ditch clearance	Highway Maintenance Depot See specific local council contact details.
	Advice on flooding where water courses are carried under the highway in culverts	Flood Risk Management <a href="mailto:Land.Drainage@leeds.gov.uk">Land.Drainage@leeds.gov.uk</a> 0113 395 0298
	Information on paving front gardens	Asset Management <a href="mailto:highways@leeds.gov.uk">highways@leeds.gov.uk</a> 0113 247 7502
	General advice on flooding	Flood Risk Management <a href="mailto:Land.Drainage@leeds.gov.uk">Land.Drainage@leeds.gov.uk</a> 0113 395 0298
Grass Verges (see above for maintenance)	Information on sponsored roundabouts	Parks & Countryside <a href="mailto:parks@leeds.gov.uk">parks@leeds.gov.uk</a>
	Information on ownership of grassed areas	Asset Management <a href="mailto:highways@leeds.gov.uk">highways@leeds.gov.uk</a> 0113 247 7502
	Requests to harden grass verges to prevent damage (local funding generally needed)	Asset Management <a href="mailto:highways@leeds.gov.uk">highways@leeds.gov.uk</a> 0113 247 7502
	Requests for fencing or posts or raised kerbing to deter verge parking	Highway Maintenance Depot See specific local council contact details.
	Requests for parking restrictions to deter verge (and road) parking	Traffic Engineering See specific local council contact details.
Transport planning & traffic engineering	Enquiries about parking restrictions, speed limits, pedestrian facilities, direction signing, street name plates, vehicle activated signs, HGV bans etc	Traffic Engineering See specific local council contact details.

	Local funding of traffic schemes	Traffic Engineering See specific local council contact details.
	Specific queries on transport policy	Transport Strategy (Policy) 0113 247 8507 <a href="mailto:highways@leeds.gov.uk">highways@leeds.gov.uk</a>
	Loan of a speed indicator device (SID)	Road Casualty Reduction <a href="mailto:road.safety@leeds.gov.uk">road.safety@leeds.gov.uk</a>
	Advice on proposals that may be eligible for LTP funding	Transport Strategy (Projects) 0113 247 8914 <a href="mailto:highways@leeds.gov.uk">highways@leeds.gov.uk</a>
Organising events on the highway	Request for consents and information on requirements	Traffic Engineering See specific local council contact details.
Highways inputs to planning applications	Specific queries relating to highway matters associated with planning and development.	Highways Development Control <a href="mailto:Highwaysdevelopmentcontrol@leeds.gov.uk">Highwaysdevelopmentcontrol@leeds.gov.uk</a>
Requests to plant trees in the highway	To arrange a Licence to Cultivate and obtain advice	Network Management <a href="mailto:highways@leeds.gov.uk">highways@leeds.gov.uk</a> 0113 247 5681
Requests to place things on the highway (seats etc)	To arrange a licence to install apparatus and obtain advice	Network Management <a href="mailto:highways@leeds.gov.uk">highways@leeds.gov.uk</a> 0113 247 5681
	Advice on receipt of any third party claims arising from local council initiatives	Asset Management <a href="mailto:highways@leeds.gov.uk">highways@leeds.gov.uk</a> 0113 247 7552