



## KENT COUNTY COUNCIL HIGHWAYS AND TRANSPORTATION

To report an issue please either phone the Customer Contact Centre on 03000 414141 or log onto our website [www.kent.gov.uk](http://www.kent.gov.uk) and report issues online.

### Highways Operations Team:

The Highways Operations team are responsible overall for the maintenance of the existing highway network, except for motorways and the A2070 Bad Munsteriefel Road. This includes the carriageway, footway, verge and cycleway. Your **Highway Steward** works on a reactive basis and deals with enquiries raised by members of the public, the Police, Parish Councils and County and Local Members. The types of issues that they deal with are:

- Potholes – Carriageway – Intervention levels are **50mm**
- Potholes – Footway – Intervention levels are **20mm**
- Maintenance of existing road traffic signs, i.e. damaged, missing or dirty
- Carriageway, footway, cycleway or verge – general maintenance
- Renew cat's eyes on the carriageway
- Manhole covers/gully covers – missing or damaged or banging
- Obstruction of the highway, i.e. rocks on the verge
- Illegal advertising which is causing a safety hazard to highway users
- Oil spills or any other spills onto the highway
- Refreshing white lining and zig zag lines outside schools (Not double yellow lines which is ABC)
- Replacing/maintaining bollards and verge marker posts
- Fly tipping on the highway causing obstruction –
- Winter maintenance including salt bins and gritting
- Overgrown vegetation/trees from private properties affecting the public highway. We send a letter to the landowners giving 28 days to cut back.

In addition to Highway Stewards, we have Highway Inspectors who continue to carry out inspections on busy A and B roads once a month and all other roads once every six months. Town Centre inspections are carried out on a monthly basis. We inspect busy footways once a month and other footways once every year.

### Traffic Schemes & Member Highway Fund Team :-

Our Traffic Engineers deal with the following:

- Member Highway Fund Applications
- Requests for a change to speed limits
- Request for traffic calming
- Request for a new traffic signs or lines
- Request for pedestrian crossings
- Request for vehicle activated signs
- Requests for any changes to the alignment carriageway
- Requests for new cycleways / footways

Please be aware that due to substantial cut backs in funding the County Council will not be funding any of these improvements unless they contribute to reducing the number of crashes on Kent's roads as our priority is keeping road users safe. To help us do this we use data on casualties and crashes to create specific projects and initiatives aimed at reducing the number of people injured or killed on our roads. Crashes are categorised by severity:

- **Fatal** – A crash resulting in death
- **Serious** – Detention in hospital, includes paralysis, fractures and severe lacerations
- **Slight** – Includes whiplash, sprains and minor lacerations

If your parish council would like crash statistics for a specific road or area this is available at the following web site <http://www.crashmap.co.uk/>.

### **Our Development Team deal with new estates and adoption of roads.**

#### **Drainage Team:**

- Blocked gullies
- Flooding on the highway

Please be aware that ditches are generally the responsibility of the riparian landowner.

#### **Street Lighting Team:**

Where possible please try to obtain the column no. when reporting faulty street lights.

- Defective street lights, i.e. not working, flashing, intermittent fault/dayburner
- Lit bollards in middle of road – Damaged or missing
- Lit signs
- Street lights with covers off

Permanent **traffic lights** which are faulty are dealt with by Telent and can be reported on line in the normal way.

#### **Roadworks Team:**

- Provides various licences such as skip, scaffold, sewer connections, apparatus on the highway etc.
- Co-ordinates roadworks on the highway with utility companies etc.
- Faulty temporary traffic lights

#### **Resurfacing Team:**

- Responsible for major planned works such as surface dressing, micro surfacing, grip fibre on carriageways and footways

#### **Public Rights of Way (PROW) Team:**

Public Rights of Way and bridleways are the responsibility of the PROW Team. They can be contacted at the following address:

East Kent Public Rights of Way Office  
East Brabourne  
Ashford  
Kent TN25 5LL  
Telephone No. 01303 814534

**District Councils are responsible for:**

- Abandoned vehicles
- Disabled parking bays
- Dogs, stray dogs and fouling including dog bins
- Litter bins and general litter issues
- Street nameplates
- Residents' parking permits
- Street cleansing
- Planning permission
- Parking issues including double yellow lines refreshing and parking enforcement
- Urban bus shelters
- Fly Tipping off the public highway – not causing an obstruction