



ANNEX E – Undertaking Inspections – General Procedures

Updated 28/01/2026

Document Control

1.1 Version Control

Version	Date	Author	Details	Purpose
1.3	01/04/2018	Michael White	Original document	Original Document
1.4	28/01/2026	Rob Wilson	Update to include emerging technologies	Policy review

1.2 Distribution

Version	Date	Name	Title / Role
1.3	19/10/2023	Published to website	n/a
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1.3 Review and Acceptance

Version	Accepted By	Title / Role	Date
1.3	John Davies	Head of Service - Highways	19/10/2023
1.4	Kirstie Williams (Approved by Cabinet 22 nd January 2026)	Interim Head of Service – Highways Operations and Design	15/01/2026

1.4 Data Sensitivity

Classification	Description	Tick as Appropriate
Official	Treat all routine public sector business, operations and services as Official. Handle all information with care to prevent loss or inappropriate access and deter deliberate compromise or opportunist attack.	✓
Sensitive	As per Official category but requires special handling by staff.	
Secret	Very sensitive information that justifies heightened protective measures to defend against determined and highly capable threats.	
Top Secret	The most sensitive information requiring the highest levels of protection from the most serious threats.	

1. Introduction

This annex sets out the general procedures to be followed when undertaking highway safety inspections and any changes to these will be approved by Head of Service- Highways.

Whilst inspections are currently completed by trained inspectors, technology is advancing rapidly, and trials are currently in progress to develop automated inspection systems. As this technology becomes proven the policy and relevant annexes will require further adjustment to align such systems with our policy processes.

2. Equipment

Each inspector will carry the following equipment:

- Handheld Computer
- Tape measure
- Defect measuring equipment
- Degradable white spray paint
- Chalk or crayon
- Mobile phone
- HSI policy (if the information is not held in the handheld computer)

3. Marking and Measuring Defects

All defects should, where possible and safe to do so, be marked in white spray paint or crayon.

Where the defect is to be filled only then the defect should be marked on the inner perimeter if possible. Where the defect is to be excavated and reinstated then a rectangle should be painted around it. For larger defects then the corners of the area should be marked. If the defect involves modular paving those requiring repair should be marked with a dot whilst those which need to be replaced should be marked with a cross.

Where possible and safe to do so the depth or height of a defect must be measured using a tape measure or other suitable piece of measuring equipment to allow an accurate measurement to be obtained. When measuring the area of a defect a tape measure should be used.

Defects in the carriageway should only be marked and measured when safe to do so. On heavily trafficked roads or where there are poor sight lines or visibility inspectors should not attempt to mark and measure the defects. Instead a best estimate of size should be made without venturing into the carriageway. In these instances it should be noted as part of the defect description that the measurements are "ESTIMATED".

4. Walked Inspections

In urban areas (where the speed limit is 30mph or less and there is a footway) all categories of footway and carriageway will be inspected on foot. These will be inspected by a single inspector unless agreed by the Team Leader or Senior Inspector.

Inspections must be undertaken as accurately as possible ensuring that all parts of the highway are inspected. The inspector shall position themselves in a safe location on the footway in such a position that enables him/her to view the full width of the area to be inspected including footway and carriageway. The full length of the street must be walked. If it is not possible to view the full area to be inspected then the method of inspection should be to walk both sides of the street.

When the inspector encounters parked vehicles they shall take reasonable steps where appropriate so as to view the area obstructed by the vehicle.

5. Driven inspections

In rural areas categories 2, 3a, 3b, 4a and 4b streets may be inspected from a slow moving vehicle. However if it is difficult to obtain the necessary level of accuracy from the vehicle a walked inspection must be carried out in line with section 17.3 above.

Driven inspections must be undertaken by two people, a driver and an inspector, whose roles may be interchangeable. The driver shall be responsible for driving and the highway inspector will be responsible for carrying out the safety inspection.

The Inspector and vehicle driver shall have due regard to their personal safety in particular from moving traffic either on the main highway or at junctions and crossings. On no account must he/she put himself/herself in any hazardous situation.

The vehicle must be driven in accordance with the law and seatbelts must be worn. The vehicle must have the appropriate markings and the beacons must be on. The vehicle should be driven at such a speed that any defects on the carriageway or, where appropriate, on the adjacent footway, can be seen. If the road is too wide to be able to identify defects effectively to the right hand side of the vehicle then a run in the reverse direction must also be carried out. Where a defect is noted then the vehicle must be stopped in a safe position to allow the inspector to measure and mark the defect and to note the details on the HAMS system.

In some cases it will be necessary for some elements of the inspection to be undertaken on foot to record certain types of defects.

6. Inspection Arrangements

Where a street requires two members of staff then the responsibility for the inspection is to be taken by one person defined as the Inspector and the second acting as the assistant or '2nd Inspector'. Where only one person is involved then that person shall be deemed 'The Inspector'.

7. Uploading Inspections

Inspectors have the facility to upload completed inspection data at any time during the day. It is essential that as a minimum two uploads must be completed every working day – one at or around midday and one at the end of the working day.

8. Training of Inspectors

Those undertaking highway safety inspections will receive appropriate training and guidance. In addition highway inspectors will have completed and passed the City & Guilds 6033 Highway Safety Inspection Qualification Scheme – units 301 Health and Safety & 311 Highway Safety Inspection or equivalent. Inspectors will also be on the Highway Inspector Register held by the Institute of Highway Engineers (IHE).

All new inspectors will receive induction training and appropriate training and guidance in highway safety inspections and this policy. This will be undertaken by the Team Leader and Senior Highway Safety Inspector. In addition a new inspector will work alongside colleagues within the highway inspection team for a period of time (determined by the Team Leader or Senior Highway Inspector) prior to being allowed to undertake inspections alone. They will still be subject to close monitoring and supervision until accredited and registered.

New highway inspectors who do not have the City and Guilds qualification or equivalent or are not on the Highway Inspector Register will be required to undertake the training and be registered within 12 months of starting in the role.

Regular team meetings and Personal Development Reviews will be undertaken to discuss issues in relation to the inspection process and inspection performance.