

Infrastructure and Transport

Highways and Traffic Management Groups

Levels of Service to meet the Councils' Statutory Duties

Surface water drainage (gullies)

The Council operates a [planned maintenance programme](#) for cleaning highway surface water drains on all the roads we maintain.

How often we do this depends on where they are (the classification of the road) and the relative risk of flooding.

- Gullies in flood susceptible areas will be cleaned every year.
- Gullies in rural non-flood susceptible areas (outside a 30mph or 40mph speed limit) will be cleaned every two years.
- Gullies in urban non-flood susceptible areas (inside a 30 or 40mph speed limit) will be cleaned every 4 years.

The planned programme is reviewed and adjusted each year to respond to the changing nature of risk and flooding on the county's road network.

Where defects or flooding are identified, outside the planned gully cleansing programme, these will be dealt with as budgets and resources allow.

For more information and reporting any problems, please use this link [Drains and gullies \(somerset.gov.uk\)](https://www.somerset.gov.uk/drain-and-gully)

Report harmful or poisonous weeds

Under the Noxious Weeds Act 1959 we are responsible for controlling certain noxious weeds, including ragwort.

Weeds must be removed where they are reported as causing a nuisance to highway users or adjoining landowners.

Other invasive species being treated in Somerset are Japanese Knotweed, Himalayan Knotweed, Himalayan Balsam and Giant Hogweed.

We use an environmentally friendly non-residual weedkiller that leaves no residue after 24 hours.

Please note, no other non-invasive weeds on or adjacent to the highway are treated.

For more information and reporting any problems, please use this link [Harmful or poisonous weeds \(somerset.gov.uk\)](https://www.somerset.gov.uk/harmful-or-poisonous-weeds)

Roadside hedges

Maintaining a hedge either side of the highway is the responsibility of the landowner or property owner.

If a hedge encroaches on a highway and causes a hazard or an obstruction, the landowner is expected to cut the hedge back.

If a landowner fails in this duty and this inconveniences highway users, the Council can serve notice on the owner to ensure the hazard or obstruction is removed.

For more information and reporting any problems, please use this link [Report problem with a tree by the road \(somerset.gov.uk\)](https://www.somerset.gov.uk/report-problem-with-a-tree-by-the-road)

Trees located within the highway

We maintain and preserve our trees while making sure they do not pose a risk to people or property.

We deal with the management and maintenance of trees situated on highway land throughout Somerset, but this is largely limited to dead, dying, or diseased trees.

We will not prune or fell a council owned tree to improve natural light in a property or garden, improve satellite signals, or reduce the leaf fall.

For more information and reporting any problems, please use this link [Report problem with a tree by the road \(somerset.gov.uk\)](https://www.somerset.gov.uk/report-problem-with-a-tree-by-the-road)

Grass cutting

Highway verges are cut to a minimum of one metre in width from the roadside to provide a safe area for pedestrians, preserve visibility and help the flow of surface water along road channels.

Visibility sight lines are also cut on bends and near road signs.

Each highway verge, including junction visibilities, will be cut once during this season, except on the 'A' and 'B' networks where the road verge and junction visibilities are cut twice.

Our grass-cutting programme commences in May and is complete by September, depending on the seasonal growing conditions.

The busiest routes are cut first because of the higher volumes of traffic.

For more information and reporting any problems, please use this link [Roadside grass cutting \(somerset.gov.uk\)](https://www.somerset.gov.uk/roadside-grass-cutting)

Winter gritting

We are responsible for gritting roads in Somerset, except for the M5, A303 and A36 which are treated by National Highways.

Resources are not available to treat all roads so criteria have been used that meet national guidelines to enable the precautionary salting network to be defined. This has been done to ensure a consistent approach across the county and achieve a responsible balance between cost and level of service.

The criteria used to define the routes are:

- Connectivity between major communities
- Links to the strategic highway network
- Connectivity across authority boundaries where appropriate (including Highways England defined diversion routes from the A303, A36 and M5 motorway)
- Links to transport interchanges
- Access to emergency facilities including Fire and Rescue, Police, Ambulance Services and A&E hospitals
- Links to critical infrastructure
- Primary bus routes which serve major communities where the treated route is not viable – and the community would otherwise have no other public transport provision (not including school bus routes)
- Other locally important facilities (for example Yeovil Air Station, major quarries, major food distribution centres)
- Major settlement (500 addressable properties) links
- Settlements (50 addressable properties) above 500 feet links
- Links to urban schools (500+ pupils) and rural schools (300+ pupils)
- Other sections of the highway network to ensure route continuity.

For more information and reporting any problems, please use this link

[Gritting \(somerset.gov.uk\)](https://www.somerset.gov.uk/gritting)

Safety defects (including potholes)

We have a robust system of highway inspections to demonstrate that we take all reasonable steps to make sure roads are safe.

[The Highway Safety Inspection Manual](#) describes how we comply with the national standards for road inspections and maintenance. It also contains detailed information on the inspection programme, types of defects, and response times.

Traffic Signals and Signalised Crossings

We maintain traffic signals and crossings, and react to faults either reported to us or using automatic reporting systems.

Issues can be reported to trafficcontrol@somerset.gov.uk

Faults can be reported here [Traffic lights \(somerset.gov.uk\)](#)

Traffic Engineering

We are responsible for the signing and lining asset on our network.

We play a key role as the interface with the community and its representatives, providing information and advice with regards to all aspects of Traffic Management.

This includes addressing safety concerns, speeding and parking issues, signing/lining, HGV issues, congestion, new scheme requests and assessments, safety audits etc.

Any issues can be reported to trafficmanagment@somerset.gov.uk

Alternatively there is a suite of information available on our website [Roads, travel and parking \(somerset.gov.uk\)](#)

Contact us

- 1. Simple service requests (e.g. potholes)** - The hyperlink below takes you to the 'report it online' area of the Councils' website which explains how to report a problem or issue associated with the highway. This will be suitable for most enquiries and the quickest way to get the issue resolved.

The 'report a problem on the road' link takes you to 19 different categories to report online e.g. potholes, overhanging vegetation, flooding, blocked drains and gullies, which should all be reported online as you will receive a faster response as they are directly linked to our Highways Team.

[Report a problem on the road \(somerset.gov.uk\)](https://www.somerset.gov.uk/report-a-problem-on-the-road)

- 2. For more detailed enquiries** – Whilst most issues can be dealt with using the 'report it online', there may be other, more complex enquiries from Parish Councils and the public.

[Roads, travel and parking \(somerset.gov.uk\)](https://www.somerset.gov.uk/roads-travel-and-parking) takes you to eleven sub-menus of different enquiries and information that may help.

- 3. If the remaining enquiries cannot be dealt with by any of the above**
– Please use the following:

Area Highways Office (North) – countyroads-sedgemoor@somerset.gov.uk

Area Highways Office (East) – countyroads-mendip@somerset.gov.uk

Area Highways Office (South) – countyroads-southsom@somerset.gov.uk

Area Highways Office (West) – countyroads-tdeane@somerset.gov.uk

Streetworks (Public Utility issues) – streetworks@somerset.gov.uk or use this link to [One Network](#) for roadworks information

Traffic matters – trafficmanagement@somerset.gov.uk

Bridges and structures – bridges@somerset.gov.uk

Highway trees – highwaytrees@somerset.gov.uk

Rights of way – rightsofway@somerset.gov.uk

Highway lighting – highwayslighting@somerset.gov.uk

Highway development control -
highwaysdevelopmentcontrol@somerset.gov.uk

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