

Highway Soft Landscape Team

Highway Trees



Routine Tree Safety Audits (TSA)

- ◆ Routine tree safety audits are completed every 5 years on most sites. This frequency is increased to every 3 years for our Resilient Highway Network and annually for High-Speed Roads. Trees will be checked for issues relating to pests, disease, past husbandry and/or structural weakness.
- ◆ Highway clearance is also checked to ensure that trees and vegetation are kept to a minimum height of 5.5m over the carriageway and 2.5m over the footway where applicable.
- ◆ Following the audit, remedial works will be completed as required to ensure our assets are kept in good arboricultural condition and statutory highway clearances are met.
- ◆ Utility cables and pipes that run both above and below ground remain the responsibility of the service provider and in case of a fault with your service you should contact them directly.
- ◆ Where a tree is felled, a 1m stump will remain until available resources allow for removal.

We do not deal with nuisance related issues, such as:

- ◆ height and width of tree canopy
- ◆ falling leaves, seeds and sap
- ◆ insect or bird droppings
- ◆ light and shading
- ◆ branches overhanging private property.
- ◆ interference with television reception, telephone/power cables
- ◆ and solar panels



Please respect our workers space and safety by driving carefully and slowly through roadworks. Feedback from our workers shows that too many drivers go through roadworks too fast and without due care or consideration. Everyone is entitled to a safe workplace. Our men and women work next to moving traffic and risk injury every day.

Customer Enquiries

KCC Highways Transportation & Waste - Facts



- ◆ We regularly inspect over 5,400 miles of roads and 3,900 miles of footways.
- ◆ The value of all our assets (like for like replacement) is over £19 billion.
- ◆ We look after over 500,000 trees situated on highway verges across the county.
- ◆ We receive over 250,000 contacts from customers each year to report a fault or request services.

Customers can report faults to us at any time through the call centre or fault reporting tool available on our website. We will undertake ad hoc inspections as required to ensure we keep our assets safe and free from defects. If you have concerns about any of our trees, then please let us know and we will investigate.

Tree Contractors

Our arboriculture contractors are extremely conscious of the risks involved in undertaking tree work. They are committed to a training programme which ensures staff's continued professional development. This compliments our approach to compliance with current legislation and Health & Safety regulations.

Teams are fully equipped consisting of qualified Arborists and Ground Workers capable of undertaking any form of arboriculture operation with access to the latest commercially available plant, equipment and machinery.



Tree Planting

- ◆ We plant new trees between November and March and aim to replant all trees that are protected by a Tree Preservation Order (TPO) or Conservation Area status within 2 years of removal.
- ◆ We have an annual tree planting programme to plant trees. These may be existing sites or completely new sites where trees have not been planted before. Sites are specified in advance and are identified through our tree inspection process and in response to planting requests received via our fault reporting tool.
- ◆ We aim to fulfil as many of these requests as possible where suitable sites are identified, those which we are unable to fulfil are added to our forward works program for future years.
- ◆ We welcome collaboration with residents, councillors and voluntary groups who may be able to provide funding to fulfil requests for trees. For more information, please visit the Kent County Council website.



Tree Emergencies

If you spot a tree that is causing a risk to pedestrians, road users or is blocking the highway call us immediately on **03000 41 81 81** between 9am and 5pm Monday to Friday or on **03000 41 91 91** at all other times.

For more information on our highway soft landscape maintenance programmes visit:

[Soft landscape maintenance - Kent County Council](#)

We are always pleased when residents report faults to us and the best way to do this is using our online reporting tool at www.kent.gov.uk/highwayfaults. We will provide a unique reference number to enable tracking of our progress.

Residents can use the tool to see what we maintain on their road and see if an issue has already been reported to us.

We ask residents to ring us on 03000 41 81 81 if they spot a problem on the highway that could cause an accident.