

Our ref: FOI 100294

Highways England
2nd Floor
Bridge House
1 Walnut Tree Close
Guildford GU1 4LZ

16 September 2019

Dear

A21 potholes

Thank you for your email of 17 August 2019 regarding our response of 14 August (FOI 100176) in relation to the pothole you encountered on 7 December 2018 when driving southbound on the A21. I have handled your request under the Freedom of Information Act 2000.

In answer to your questions please see below our answers:

What was the timeline of events and process followed which resulted with the pothole being repaired?

The pothole defect was called in by our Safety Inspector at 08:36am on 7 December 2018 as part of his weekly safety inspection along this stretch of the A21. A rolling road block to assist with traffic management was requested from the Police. Due to the poor weather conditions (heavy rain) and safety reasons we were unable to put traffic management out prior to the Police attendance. The Police attended and at 15:13pm a lane closed. The pothole was repaired and lane 1 opened at 16.11pm.

I understand that you attend to and make safe defects within 24 hours. Are there any other steps you take; such as warning signs (digital/physical) when a report of a defect is made?

No. However, in this instance traffic management vehicles with flashing lights were on site throughout the day until the repair was completed.

I would like to know whether my report triggered the immediate repair of the pothole or whether by coincidence the repair team were on their way to fix it anyway?

Your report did not trigger the repair of the pothole.

If it was as a result of my report that the instruction for immediate repair was given, thus the maintenance team arriving very soon after we hit the pothole to repair it, then why could they not attend soon after the first report was made at 07:40? According to your insurance representative as per the email below?

We are not aware of any report timed 07:40. However, if you could provide details of where you have heard this time being mentioned I will investigate further.

You have stated that my report was the only report for this pothole, however that is contrary to the report by your insurer. Therefore, I am left with doubt as the response time to repair the pothole was quick following my report but if the same response (which could have been the agreed SLA that day) was applied to the first report, the incident would have been avoided.

Your 'Red Claim' was the only one received by us. The pothole was reported prior to your report by our safety inspector at 08:36am. We were onsite until the pothole was repaired later the same day.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests.

Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number FOI 100294 any future communications.

Yours sincerely