

Our ref: [REDACTED]

Email : [REDACTED]

[REDACTED]
Highways England
2nd Floor
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ

11 April 2017

Dear [REDACTED]

Thank you for your email of 4 April to the Highways England Customer Contact Centre requesting information in relation to the 6km section of the A2 trunk road between Whitfield, Dover northwest and Lydden Hill traffic lights, and in particular the section each side of and including the junction of Coldred and Lydden.

I have responded to your questions in the same sequence as your original format for ease of reference. The original questions are highlighted in black text and our answers are highlighted in red.

With respect to the following information:

1. Dates of all safety inspections undertaken on the carriageway in the last two years preceding the 5th March 2017.

I attach the report (***A2_Lydden_Whitfield_Inspections_070616-050317***) which has been provided by our Service Providers See A-One+. This report contains details of the Safety Reports between 07/06/2016 to 02/03/2017. We are not able to provide the records of dates of Safety Inspections between 05/03/15 and 06/06/16 as they are no longer available.

2. Details of all carriageway defects identified during safety inspections in the two years.

I attach the report (***A2_Lydden_Whitfield_Defects_070616-050317***) which has been provided by our Service Providers See A-One+. This report contains details of the dates of the defects between 30 June 2016 to 2 March 2017.

I also attach the report (***A2_Lydden_Whitfield_Defects_050315-060616***) which has been provided by our previous Service Providers, BBMM, which contains details of the dates of the defects between 23 February 2015 to 8 April 2016.

3. Details of how carriageway safety inspections are undertaken, including whether walked or driven, the speed of the inspection vehicle and the number of persons in the vehicle.

Safety Inspections are carried out based on guidance from the Routine and Winter Service Code which is incorporated into our Maintenance Requirement Plan (MRP). On the A2, Safety Inspections will be carried out at traffic speed for the safety of both the travelling public and the Operatives. The inspection is carried out by two persons, of which one will be a trained safety inspector in the passenger seat.

4. The intended frequency of carriageway safety inspections.

On the A2 the frequency of Safety Inspections is every 7 days based on our MRP.

5. Details of all complaints and/or enquiries relating to the carriageway, received in the last two years.

There have been approximately 64 enquiries in the last 2 years. These enquiries range from traffic signals to general enquiries on the carriageway.

6. The hierarchy classification.

The hierarchy classification of defects is a two tier approach of safety and non-safety and is fully outlined against each asset in our MRP.

7. The road/section number (s)

2200A2/151, 2200A2/155, 2200A2/156, 2200A2/161, 2200A2/163, 2200A2/173, 2200A2/174, 2200A2/178, 2200A2/187, 2200A2/188, 2200A2/193, 2200A2/194 & 2200A2/196.

8. The defect intervention criteria adopted in relation to the identification of all categories of carriageway potholes.

Highways England as the highway authority for Strategic Road Network, stipulate performance requirement based on specific sizes of the potholes. Physically, a pothole is generally defined as a sharp edged depression in the pavement surface layers caused as a result of excessive traffic, extreme weather, ageing of the pavement, surface contamination etc. There are mandatory requirements that potholes wider than 15 cm (6 inches) diameter, or deeper than 4cm (1.5 inches) or deeper than the road surface thickness, should always be rectified within 24 hours of verification. These are classed as Cat 1 defects.

Other pothole categories are normally repaired as part of the ongoing renewals programme and are classed as Cat 2 defects.

9. The time period(s) adopted between identification and repair (temporary and permanent) of all categories of carriageway defects.

In accordance with our MRP, identified potholes that are classified as a Safety defect have to be hazard mitigated within 24 hours of identification and permanently repaired within 28 days.

10. Whether or not the authority has formally adopted all or part of the standards contained within the national code of practice for highways maintenance management.

Highways England has formally adopted all or part of the standards contained within the national code of practice for highways maintenance management.

In keeping with the spirit and effect of FOI legislation, all information is assumed to be releasable to the public unless exempt. We may therefore publish the information you requested, together with any related information that will provide a key to its wider context, via the Gov.uk website. You should contact me if you wish to complain.

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. If you are unhappy with the way we have handled your request you may ask for an internal review. Our review process is available at: www.gov.uk/government/organisations/highways-england/about/complaints-procedure

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, quoting our reference number at the top of this letter.

Yours sincerely



