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| Our ref: FOI 738,051  Your ref: | OT Directorate Services Team Manager  9th Floor  The Cube  199 Wharfside Street  Birmingham B1 1RN  06 June 2016 |

Dear

Thank you for your request for information dated 06 May 2016. I have dealt with your request under the terms of the Freedom of Information Act 2000.

In your email of 06 May you asked the following questions:

*Could you let me know, year by year, how many sinkholes have appeared on roads in your remit, for the last 10 years.  
  
I understand that until April last year, Highways England was called The Highways Agency - then my request is dependent on you being able to access their records as well. If this isn't the case, then may I have the number of sinkholes that have appeared since last April?*

The term ‘sinkhole’ is defined as a cavity in the ground caused by a void below the base layer of the road. They usually occur as a result of water erosion and are predominantly found in limestone formations.

Our records go back as far as 2009 and according to the information we hold there are no instances where sinkholes have occurred on our network over this period.

If you are unhappy with the way we have handled your request you may ask for an internal review. 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](mailto: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 738,051 in any future communications.

Yours sincerely

Email: [Ops\_dst@highwaysengland.co.uk](mailto:Ops_dst@highwaysengland.co.uk)