

Our ref: CRS 744,235  
Your ref:

Second Floor  
Woodlands  
Manton Lane  
Bedford MK41 7LW

Direct Line:

18 November 2016

Dear

## **FREEDOM OF INFORMATION REQUEST A12 NORTHBOUND AT HENRY DIXON ROAD**

Thank you for your letter of 23 October requesting information about the A12 northbound between junctions 22 and 23 and specifically at the bridge over Henry Dixon Road. We have now completed our search for information.

Safety of road users and road workers is one of our top priorities. As such, our road management and maintenance procedures are designed so that our service providers react promptly to reports of poor road surfacing. We identify defects on the network which need attention through regular safety inspections undertaken by our service providers and through reports from our road users. These defects are then categorised and we aim to repair the most serious ones, i.e. safety related, within 24 hours. However, there will be times when we have had insufficient time to react and safely effect a carriageway repair before the pothole is encountered by the travelling public.

I have extracted your requests from your letter and they are replicated below with the relevant information.

- 1. A copy of your current road maintenance policy relating to that road. Please send me the full policy, but this should include details of the intended frequency of road safety inspections, how these inspections should be conducted and the maximum time between identification of a defect and repairs being carried out.*

Please find attached at Annex A, an extract from our Asset Support Contract Maintenance Requirements Plan (MRP), Section 6.0. Below I have replicated the relevant section of our Asset Management and Operational Requirements (AMOR) document:

## Part 9 – Paved Areas Maintenance Requirement

Scope:

Paved areas, comprising: trafficked areas, hard shoulders, footways, cycle tracks, bridle ways, paved pedestrian areas, hard-standing paved areas, paved central reserves, traffic islands and cross-overs, covers, gratings, frames, boxes, kerbs, edgings and preformed channels which fall within the Area Network

Provider Outcomes	Performance Metric:	Performance Requirement Level:
1. The paved area provides a safe and even surface for all road users.	Compliance with accepted MRP	100%
<b>Deliverables:</b>		
1. In accordance with the accepted Maintenance Requirements Plan, develop and implement a risk assessment methodology to determine the frequency of inspections appropriate to location, asset type and condition. Execute inspections to establish condition of paved areas.		
2. Warn road users of the condition of the highway in relation to defects that could danger to users of the highway.	Time taken to warn road users (from verification to implementation of warning; note whether preventative or reactive)	[No Performance Requirement Level Set]
3. Make safe Defects	Time taken to make safe Defects (from verification to restoration of safe operation; note may not be permanent repair).	[No Performance Requirement Level Set]
	<b>Trafficked Areas and Hard Shoulders:</b>	
	<u>Pothole</u> ≥ 20mm depth and ≥ 100mm diameter	[No Performance Requirement Level Set]
	<u>Pothole</u> ≥ 150mm diameter, or of ≥ depth than that of the surface course thickness, or of ≥ depth than 40mm.	Zero (within 24 hours of verification)
	<u>Local Surface Deformation</u> (When measured under a 2m straight edge)	
	Deformation ≥ 20mm	[No Performance Requirement Level Set]
	Deformation ≥ 40mm	Zero (within 24 hours of verification)

	<p><u>Ironwork</u> Difference in level around ironwork <math>\geq 25\text{mm}</math></p> <p><b>All other areas:</b></p> <p><u>Pothole</u> <math>\geq 20\text{mm}</math> depth and <math>\geq 100\text{mm}</math> diameter</p> <p><math>\geq 25\text{mm}</math> depth of <math>\geq 150\text{mm}</math> diameter</p> <p><u>Local Surface Deformation</u> (When measured under a 2m straight edge)</p> <p>Deformation <math>\geq 20\text{mm}</math></p> <p>Deformation <math>\geq 25\text{mm}</math></p> <p><u>Trip Hazard</u></p> <p>Any step change <math>\geq 25\text{mm}</math></p>	<p>Zero (within 24 hours of verification)</p> <p>[No Performance Requirement Level Set]</p> <p>Zero (within 24 hours of verification)</p> <p>[No Performance Requirement Level Set]</p> <p>Zero (within 24 hours of verification)</p> <p>Zero (within 24 hours of verification)</p>
<p><b>Processes:</b></p> <p><i>No Employer requirements: in accordance with the Quality Plan and Maintenance Requirements Plan the provider is to design appropriate Processes to produce the Deliverables in order to achieve the Provider outcomes.</i></p>	<p><b>Performance Metric:</b></p>	<p><b>Performance Requirement Level:</b></p>
<p><b>Procedures:</b></p> <ol style="list-style-type: none"> <li>1. Rectify defects relating to asphalt or concrete carriageways in accordance with the MCHW, HD31 or HD32 respectively and associated DMRB Volume. Note that this includes response to diesel spillage.</li> <li>2. Rectify Defects relating to asphalt or concrete Footways and Cycle Tracks in accordance with HD39 or HD40 respectively and the associated DMRB Volume.</li> <li>3. Implement warnings of slippery conditions in accordance with HD28.</li> <li>4. Statutory Undertakers or licence holders who are governed by the New Roads and Street Works Act 1991 may execute minor repairs to paved areas. In the event that completed repairs are defective within the guaranteed period (as defined in the Specification for the Reinstatement of Openings in Highways), inform the Undertaker of the Defects using the procedure contained in Chapter 4 of the</li> </ol>		

<p>Code of Practice for Inspections. If immediate risks are posed to persons, rectify Defects and recover costs from the Undertaker.</p> <p>5. Record asset data using the appropriate system defined in the Provider Contract and the ADMM Provider Requirements.</p>		
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2. *A copy of the road repair history for that road over the past year. Again, please send me the full road repair history, but this should include:*

- *dates of all safety inspections between 1 November 2015 and 1 June 2016*
- *details of how safety inspections were undertaken (walked or driven, speed of inspection vehicle etc)*
- *details of all carriageway defects identified, with description and date and time*
- *details of how the authority handled these defects, what repairs were undertaken and the time between the identification and a repair being carried out.*

In accordance with the MRP, our asset support contractor, Amey, carries out weekly safety inspections of the A12. These are driven inspections which are undertaken by two or more people so the highway inspector does not drive the vehicle whilst observing the road. It is the responsibility of both the driver and the inspector to ensure the safety of the vehicle and road users.

All inspections of the A12 are carried out from lane 1 in a vehicle travelling at a slow speed whilst avoiding disruption to traffic flows. Where safe to do so, speeds will not exceed 50mph. Where an inspector is unable to obtain a full view of all lanes from this position and speed, a repeat drive of the road is undertaken to ensure all defects are identified.

If it is necessary to stop the vehicle, the vehicle will be parked in a safe location with the roof mounted beacons activated. Wherever possible, inspections will not be carried out during morning or evening peak periods when traffic volumes are high.

If a safety related defect is identified, it is made safe within 24 hours. This does not necessarily mean that a permanent repair is made. Potholes may be made safe with a temporary fill material, such as “Viafix”, which is an industry accepted material.

Please find attached at Annex B details and an extract of our log showing all A12 northbound defects reported and repaired between junctions 22 and 23 between 1 November 2015 and 1 June 2016.

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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 email [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 744,235 in any future communications.

Yours sincerely

Business Management Team Leader  
Operations (East)  
Email: