

Our ref: CRS 728,496  
Your ref:

Second Floor  
Woodlands  
Manton Lane  
BEDFORD MK41 7LW

Direct Line:

20 October 2015

**Via Email**

Dear

**FREEDOM OF INFORMATION REQUEST  
A14 NACTON TO SEVEN HILLS INTERCHANGE**

I am writing to confirm that we have now completed our search for the information you requested on 23 September. My response is set out below each of your requests as follows:

*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.*

The A14 between Nacton and Seven Hills Interchange is located within our administrative Area 6. Area 6 has been managed on our behalf by Amey Highways Limited under an Asset Support Contract (ASC) since 1 April 2014. Each ASC differs slightly and therefore each will operate slightly differently.

Our current road maintenance policy and practices are set out in Asset Maintenance and Operational Requirements (AMOR), which sets out the requirements for the delivery of routine maintenance and operational services.

The policy and practices specifically for Area 6 can be found on our website via the following link: [http://assets.highways.gov.uk/about-us/procurement-asset-support-contract/Area\\_6\\_-\\_AMOR\\_v1\\_9\\_For\\_Information\\_Only.pdf](http://assets.highways.gov.uk/about-us/procurement-asset-support-contract/Area_6_-_AMOR_v1_9_For_Information_Only.pdf)

*A copy of the road repair history for that road over the past year to include:*

- *dates of all safety inspections between 14/4/2015 and 2/6/2015.*

I understand you have already been supplied with the log from 12 May to 2 June as part of your recent claim for damages.

Please find attached document, Annex A, showing those for the remaining period, 14 April to 11 May.

- *details of how safety inspections were undertaken:*

All safety inspections are undertaken from a vehicle with an inspector and a driver, travelling in lane 1 of a dual carriageway, with or without hard shoulder at a speed of 50mph.

- *Details of all carriageway defects identified, with description, date and time*
- *Details of how the authority handled these defects, what repairs were undertaken and the time between the identification of each defect and a repair being carried out:*

Please find attached document, Annex B, showing the defect history for the specified period.

On 02 June, two defects were identified; one was a pothole on the A14 westbound at Levington with the repair being completed the same day. The other was fencing damage for which the repair was completed on 9 June.

If you have any queries about this email, please contact me. Please remember to quote reference number 728,496 in any future communications.

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

Yours sincerely

Business Coordinator  
Network Delivery & Development (East)  
Email: