

Our ref: CRS 730,221  
Your ref:

Second Floor  
Woodlands  
Manton Lane  
Bedford MK41 7LW

Direct Line:

23 November 2015

Dear

## **FREEDOM OF INFORMATION REQUEST A12 JUNCTIONS 11 - 12**

Thank you for your letter of 3 November requesting information about incident occurrences and claims for damages relating to A12 between junctions 11 and 12 during the period 22 March to 5 April 2015. I confirm we have now completed our search for information. As previously advised, your request for information has been handled by us because we are a public authority and Amey Highways Limited hold the information requested on our behalf.

Attached at Annex A is an extract of the relevant record of all incidents occurring on the A12 between Brentwood and Ipswich during the specified period.

I can also confirm that we have received four claims for damages at locations between junctions 11 and 12 during the specified period; three of which relate to potholes, including your own and the fourth relates to road marking work.

By way of further background about our work, we carried out complete resurfacing of the A12 between junctions 11 and 12 earlier this year. We used an innovative approach to this work in that we departed from the traditional removal of road surface and relaying of the same section overnight to one where we removed longer lengths of road surface and applied the new surface over subsequent nights. This allowed us to maximise efficiencies, lay longer lengths of new surfacing materials resulting in fewer joints thereby minimising future maintenance needs.

This meant that during the day, traffic was permitted to run on a temporary surface at a lower traffic speed. A requirement of our risk assessments necessitated Amey Highways Limited to inspect the road surface every two hours to ensure it remained safe and serviceable. When surface defects in the temporary surface were identified, they were repaired overnight to ensure it remained safe for traffic to drive on it before the final surface was laid.

Your claim for wheel damage is being handled by our service provider, Amey Highways Limited. They agreed to take over handling as they were responsible for the serviceability of the road surface. At present, your claim remains with them and not directly with Highways England.

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 730,221 in any future communications.

Yours sincerely

Business Management Team Leader  
Network Delivery & Development (East)  
Email: