

Our ref: CRS 758,309
Your ref:

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Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Email:

Direct Line:

29 January 2018

Dear

FREEDOM OF INFORMATION REQUEST A12 JUNCTIONS 13 - 12 SOUTHBOUND

Thank you for your email of 10 January requesting information about the A12 between junctions 13 and 12 southbound. We have now completed our search for information.

Safety of road users and road workers is our priority. 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 weekly 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.***

In accordance with Section 21 of the Freedom of Information Act, we are not required to provide information that is already reasonably accessible. The full policy document can be readily found online by searching for Asset Maintenance and Operational Requirements, also known as AMOR. However, to be helpful, I have replicated the relevant section from AMOR below.

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.		
Deliverables:		
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.	Compliance with accepted MRP	100%
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]
	Trafficked Areas and Hard Shoulders:	
	<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 $\geq 25\text{mm}$</p> <p>All other areas:</p> <p><u>Pothole</u> $\geq 20\text{mm}$ depth and $\geq 100\text{mm}$ diameter</p> <p>$\geq 25\text{mm}$ depth of $\geq 150\text{mm}$ diameter</p> <p><u>Local Surface Deformation</u> (When measured under a 2m straight edge)</p> <p>Deformation $\geq 20\text{mm}$</p> <p>Deformation $\geq 25\text{mm}$</p> <p><u>Trip Hazard</u></p> <p>Any step change $\geq 25\text{mm}$</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>Processes:</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>Performance Metric:</p>	<p>Performance Requirement Level:</p>
<p>Procedures:</p> <ol style="list-style-type: none"> 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. 2. Rectify Defects relating to asphalt or concrete Footways and Cycle Tracks in accordance with HD39 or HD40 respectively and the associated DMRB Volume. 3. Implement warnings of slippery conditions in accordance with HD28. 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 		

<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 20 June and 20 August 2017**

The A12 is inspected weekly. Copies of all safety inspection records for the specified period are attached at Annex A. Please note that the inspection records are annotated "Route AR02". This is the route inspection descriptor for the A12 between junction 11 (M25 junction 28) and junction 29 (Crown Interchange) and the A120 between Crown Interchange and Parkeston Roundabout.

- **details of how safety inspections were undertaken (walked or driven, speed of inspection vehicle etc)**

Safety inspections are carried out in accordance with Section 4.1.1. of the Maintenance Requirements Plan. The relevant extract is copied below and states:

"Safety Inspections of the network are carried out by the Asset Incident Watchman (AIW) at frequencies detailed in the Generic Maintenance Requirements Schedule, the inspections are split into 12 routes and they will be carried out in a vehicle travelling at normal traffic speed, in accordance with the SWP-S01 Safety Inspections.

All safety and non-safety critical defects observed such as debris; potholes, blocked gullies, broken covers/gratings, sign or standing water etc, will be actioned in accordance with the defect priority matrix and recorded on the Data Capture Device (DCD) and loaded into Integrated Asset Management – Information System (IAM-IS). Not all parts of the network assets are visible from a vehicle and may, at times require a walk through assessment these will include, footways, cycleways, motorway boundary fences down embankments and the rear of signs. Photographic evidence of all recorded defects will be taken before and after corrective action has taken place and stored within IAM-IS.

All defects will also be recorded on Incident Management forms as a back-up for the DCD. This will be done in a place of safety following corrective action. If the AIW require assistance from the Traffic Officer Service (TOS), Police, or Kier traffic management teams then the Network Control Centre (NCC) will be notified to arrange the deployment of this resource. AIW are not to report defects through the watchman process however observations for works outside of defects should be

reported through the watchman process. Where there is the potential for a defect to further deteriorate to an unsafe condition, inspection frequencies will be increased to monitor the condition of the defect until such a time that an intervention can be carried out.”

- ***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.***

Please see Annex B, Defect Logs, Parts 1 and 2. Our service provider was unable to upload defects to IAM-IS between April and August 2017. Records for 11 April to 8 June are scanned paper versions in Annex B Part 2. Records for 26 June to 17 August are as per the records shown at Annex A where the safety inspections and defects logs are combined.

All records have been redacted in reliance of Section 40(2) of the Freedom of Information Act.

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. 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 758,309 in any future communications.

If you believe you have grounds for dispute with regards to your recent claim for damages, please contact the case handler, [REDACTED]. Her contact details are in her letter to you of 6 December. I have also sent her a copy of this response for information.

Yours sincerely

Business Management Team Leader
Operations (East)
Email: