

[REDACTED]  
Highways England  
Bridge House  
1 Walnut Tree Close  
Guildford  
GU1 4LZ

26 April 2017

[REDACTED]  
I am writing to confirm that we have now completed our search for the information, which you requested on 29 March 2017.

You asked for information in relation to lane 1 on the M25 between Junction 23 and 22 going towards St Albans.

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.*

Details of our current road maintenance policy and the Network Management Manual, are covered in the answer to question 3.

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 29/01/2016 to 29/03/2017.*

Please see the attached document FOI 17522.pdf which contains this information. The terms carriageway or footway used in the document refer to a pothole or other surface defect.

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

The safety inspections are visual and are undertaken in a slow-moving Highways England marked vehicle, carrying two personnel, as stated in the Network Management Manual. Carriageway safety inspections on motorways are carried out every 7 days, the manual is available at [www.standardsforhighways.co.uk](http://www.standardsforhighways.co.uk).

- *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.*

We repair defects within the stipulated timescales, dependant on classification. When a pothole is found, our immediate response is to make it safe and this is done within 2 hours. After the initial 'make safe/temporary' repair, we monitor it for the next 28 days on a weekly basis. If the repair is holding (by which we mean not deteriorating), then it goes on the register to be made safe within 6 months. If it is found to be deteriorating, it will be permanently repaired within 28 days. The initial pothole is category 1 and changes to category 2 once made safe, and is still safe after 28 days.

We have estimated that the cost of compiling details of the defects will exceed £450. Section 12 of the Act does not oblige us to comply with requests if they exceed this limit.

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>

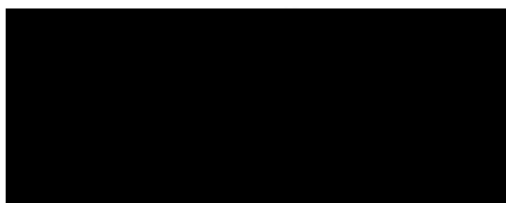
If you require a print copy, please phone the information line on 0300 123 5000 or email [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). You should contact me if you wish to complain.

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 [REDACTED] in any future communications.

Yours sincerely



Operations Directorate South East, Business Management Team  
[www.highways.gov.uk](http://www.highways.gov.uk)