

[REDACTED]
Highways England
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ
www.highways.gov.uk

24 August 2017

Dear [REDACTED]

We have now completed our search for the information you requested in your email of 27 July 2017 in relation A1089 Maintenance. Your request has been dealt with under the terms of the Freedom of Information Act 2000.

I will answer each of your requests for information:

- **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 full current road maintenance policy can be viewed via: http://www.standardsforhighways.co.uk/ha/standards/nmm_rwsc/index.htm. Safety inspections are referred to in the Network Maintenance Manual (NMM), part 3 (Routine Service), page 6, section 3.1.2.5.

The frequency of inspections, and the maximum time between the identification of a defect and its repair being carried out are specified in the Routine and Winter Service Code (RWSC), Part 2 (Performance Requirements), page 24, section 2.1.2.1, which is available here. http://www.standardsforhighways.co.uk/ha/standards/nmm_rwsc/docs/rwsc.pdf. Safety inspections are undertaken every seven days, with safety patrols carried out daily.

In relation to Potholes, if they are 40-50mm deep and 300mm wide in any direction, they are considered to be a Category 2 defect. Not causing an immediate safety risk but requiring a response within 24 hours of identification, to make them safe. Potholes greater than 50mm deep and wider than 300mm in any direction are considered to be a Category 1 defect, meaning they require an emergency response to make safe within 2 hours of identification.

- **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 May and July 2017

Please see the attachment 'Annex 1' for safety inspections covering the period 1 August 2016 to the 8 August 2017.

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

Safety inspections are undertaken in a marked vehicle (beacons, rear chevrons, yellow stripe on the side and highway maintenance sticker), carried out by two personnel, one driving and one observing the network; driving at the most appropriate speed possible in order to observe and report back accurately. For further information, please see page 57 and 60 in the following link regarding inspections:

<http://tsrgd.co.uk/pdf/tsm/tsm-chapter-08-part-01.pdf> and page 61 in the following link, for vehicle markings: <http://tsrgd.co.uk/pdf/tsm/tsm-chapter-08-part-02.pdf>

- Details of all carriageway defects identified, with description, date and time

Please refer to the attached Annexes 2, 3 and 4 which contains details of defects identified, with their description, and the date and time they were identified.

- 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.

All information is featured in Annexes 2, 3 and 4. The solution 'Viafix,' mentioned in Annex 2, is a cold asphalt substance, used for the road surface repair. Supplied in ready mixed tubs, they are easily transported and the mix is used to make instant repairs to the road surface, bringing them back to a standard in line with the Highways Authorities & Utilities Committee (HAUC) guidelines.

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. 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

[REDACTED]

[REDACTED]

Team Executive - Operations Correspondence Team

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