

Our ref: [REDACTED]

[REDACTED]  
Highways England  
2nd Floor  
Bridge House  
1 Walnut Tree Close  
Guildford GU1 4LZ

12 September 2017

Dear [REDACTED]

I am writing to confirm that we have now completed our search for the information, which you requested on 14 August 2017. In that request, you asked us for various data relating to the A26 between Tarring Neville and Southease.

Please see below your questions and our answers:

***What is the current status of repair work to that stretch of the A26.***

Please see the third question below. We are repairing this location in October 2017.

***Has that stretch been inspected by someone yet? If so what was their opinion of the state of the road and, if not, why has it not yet been inspected?***

This stretch of road is inspected every 28 days and the team were actually on site on 4 September looking at service defects. If any safety defects are found, they will progress through the normal channels, be reported and dealt with.

***What has caused the 8-month delay in repairing a major trunk road to the port of Newhaven?***

Safety inspections are carried out monthly and any safety defects rectified during the contracted time. Major schemes follow a bid process and this can take up to 3 years. A scheme, resurfacing, has been in the process for 2 years, it was originally scheduled for February 2018 and has been brought forward to October 2017.

***How many other people have reported this stretch of road to you as needing repair?***

Since the start of the A-one+ contract we have received 185 customer calls about the A26 road surface. Of those only 7 were classified as complaints.

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:

[REDACTED]

If you require a print copy, please phone the Information Line on [REDACTED] or e-mail [REDACTED]. 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.

[REDACTED]