

Our ref: CRS 761,503  
 Your ref:

Highways England  
 Second Floor  
 Woodlands  
 Manton Lane  
 Bedford MK41 7LW

Email:

Direct Line:

23 April 2018

Dear

**FREEDOM OF INFORMATION REQUEST  
 M11 JUNCTION 7 – 8 POTHOLES AND REPAIRS**

I am writing to confirm that we have now completed our search for the information, which you requested on 29 March. I have extracted each element of your request and respond as follows:

***How many reports did you receive about potholes on this stretch of road in 2015, 2016 and 2017?***

At present we can only provide information from 1 January 2013 to 3 September 2016. This is because in September 2016 we moved from one incident management system to another. Because of software issues, we are currently unable to extract relevant data from the new system. We are working to resolve this.

**M11 junctions 7 - 8 (both directions) Potholes**

Month	Year		Grand Total
	2015	2016	
January	5	2	7
February	13	4	17
March	3	3	6
April	2	0	2
May	14	0	14
June	0	3	3
July	2	2	4
August	3	0	3
September	3		3
October	4		4
November	0		0
December	1		1
<b>Grand Total</b>	<b>50</b>	<b>14</b>	<b>64</b>

**How many complaints did you receive about potholes on this stretch of road in 2015, 2016 and 2017?**

Following a change to our asset support contract on 1 April 2017, we no longer hold information prior to this date.

Additionally, we do not hold complaint records by specific length, only by route.

We have received a total of 34 pothole related contacts for the M11, including complaints.

**How much did Highways England spend on repairs to this stretch of road in 2015, 2016 and 2017?**

We cannot break down spend to specific lengths of the M11 but we can by the route.

Spend is calculated by financial year as follows:

Capital Spend – M11	£
2015-2016	983,626.54
2016-2017	108,974.92
2017-2018	2,252,375.97
Total	3,344,977.43

We hold a separate budget for routine maintenance activities. Sums are paid to our asset support contractor to carry out maintenance activities on an as required basis including pothole repairs.

The following sums are for the whole of the strategic road network in the East of England as we cannot break them down further to provide spend per route or specific maintenance types.

Maintenance lump sum	£
2015-2016	12,888,014.00
2016-2017	12,749,973.00
2017-2018	22,805,573.76
Total	48,443,560.76

In addition to this, in 2017-2018, we had a further budget of £2,776,271.98 for hot box repairs for the strategic road network in the East of England. Hot box repairs are smaller surface repairs usually completed to repair potholes and other road surface defects.

We have been able to break this down further for the M11 between junctions 1 and 9 where the spend was £159,856.22.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests. 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 761,503 in any future communications.

Yours sincerely

Business Management Team Leader  
Operations (East)  
Email: