

Our ref: [REDACTED]

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

01 March 2018

[REDACTED]

We have now completed our search for the information you requested in your email of 2 February in relation to safety on the A13. 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 below:

Dates of all safety inspections undertaken on the carriageway in the two years preceding the date of your incident.

Daily safety patrols are completed by Incident Support Unit Teams and weekly safety inspections are completed by Highway Safety Inspectors.

Details of all carriageway defects identified during safety inspections in the two years preceding your incident.

Should the Incident Support Teams or Highway Safety Inspectors highlight any safety critical defects, then they call them into our control room in order to instigate a repair process.

Please see attached list of pavement defects (**attachment 1**) that were identified on the A13 within 2km of the A1306 junction on the M25 DBFO network prior to the incident (please note that the extent of the M25 DBFO network on the A13 in a westerly direction is only as far as the A1306 junction).

Details of how carriageway safety inspections are undertaken, including whether walked or driven, the speed of the inspection vehicle and the number of persons in the vehicle.

Safety Patrols by Incident Support Units, and Safety Inspections by the Highways Safety Inspectors are undertaken at slow speed where there is a hard shoulder to travel on, and at prevailing nearside lane traffic speed where there is no hard shoulder / a discontinuous hard shoulder. In both cases these are two man crews, with the driver focussed on driving whilst the passenger is responsible for the identification of defects.

The intended frequency of carriageway safety inspections.

Daily safety patrols are completed by Incident Support Unit Teams and weekly safety inspections are completed by Highway Safety Inspectors.

Details of all complaints and/or enquiries relating to the carriageway, received in the two years preceding your incident.

Please see attached spreadsheet (**attachment 2**) which shows complaints received since the 17 December 2015 for this location.

The hierarchy classification.

Safety critical defects are classified as Category 1 defects. These are made safe within two hours and permanently repaired within 28 days of identification

The road/section number.

The road/section numbers of the A13 at the junction with the A1306 is 1500A13/372 (eastbound carriageway) and 1500A13/373 (westbound carriageway).

The defect intervention criteria adopted in relation to the identification of all categories of carriageway potholes.

Defect intervention is carried out within contractual requirements in line with the Network Management Manual (NMM) and Routine Winter Service Code (RWSC).

The time period(s) adopted between identification and repair (temporary and permanent) of all categories of carriageway defects.

Pavement defects are made safe within two hours and permanently repaired within 28 days of identification.

Whether or not the authority has formally adopted all or part of the standards contained within the national code of practice for highways maintenance management.

Please see above – pavement defects are dealt with in accordance with contractual requirements in line with the Network Management Manual (NMM) and Routine winter Service Code (RWSC)

If you have any queries about this letter, please contact me. Please remember to quote reference number [759 278] in any future communications.

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

Yours sincerely

[Redacted signature]

[Redacted name]

[Redacted title]

[Redacted contact information]