

Our ref: 763,677

5 July 2018

Dear

Thank you for your Freedom of Information (FOI) request of 19 June 2018 relating to pothole data.

In your email you asked for the following information:

1. How many reports of potholes or road surface defects were made to HE by members of the public in 2014, 2015, 2016 and 2017? (Please specify if the data is for potholes only or all road surface defects)
2. How many reports of potholes or road surface defects were made to HE by members of the public BY MONTH in the years 01 April 2016-31 March 2017; 1 April 2017-31 March 2018? (Please specify if the data is for potholes only or all road surface defects)
3. What was the average time (calendar days) to repair reported potholes in 2014, 2015, 2016 and 2017?

Taking each of your points in turn:

1. How many reports of potholes or road surface defects were made to HE by members of the public in 2014, 2015, 2016 and 2017? (Please specify if the data is for potholes only or all road surface defects)

We only keep records for a rolling 2-year period. The below table shows the number of reports and complaints received in the last 2 years, regarding road conditions.

2016 (May – December)	2903
2017	5657
2018 (January – June)	4626

Please be aware that this includes the following issues: debris, potholes, lighting, road markings, structures and weather-related issues, so are not limited to potholes.

Some historical data can be viewed in a previously answered FOI request, dated 4 July 2017. This can be accessed here -

<https://www.gov.uk/government/publications/surface-defect-data-request-potholes>

2. How many reports of potholes or road surface defects were made to HE by members of the public BY MONTH in the years 01 April 2016-31 March 2017; 1 April 2017-31 March 2018? (Please specify if the data is for potholes only or all road surface defects)

Month	Number of Reports
<b>May 2016</b>	365
June	372
July	336
August	338
September	295
October	363
November	464
December	370
<b>January 2017</b>	500
February	647
March	788
April	380
May	323
June	302
July	492
August	631
September	456
October	282
November	337
December	519
<b>January 2018</b>	992
February	821
March	1014
April	796
May	576
June	427

As per the response to question 1, this relates to reports and complaints received about all road and highway infrastructure issues.

3. What was the average time (calendar days) to repair reported potholes in 2014, 2015, 2016 and 2017?

This information is not held by Highways England. A previous request was received, where we were able to gather some information at that time. The response can be found here -

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/651141/FOI\\_755054\\_Redacted.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/651141/FOI_755054_Redacted.pdf)

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](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 763,677 in any future communications.

Yours sincerely