

Our ref: CRS 768906

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

Email: [REDACTED]

28 February 2019

Dear [REDACTED]

### **M25 junction 11 maintenance**

Thank you for your email to our Customer Contact Centre on 1 February 2019. I have handled your request under the Freedom of Information Act 2000 for information about the M25 maintenance.

Please see below your questions and our answers:

***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 M25 is maintained and run through a DBFO (Design Build Finance Operate) contract which means that Highways England do not specifically order maintenance works to be carried out. Our Service Provider, Connect Plus is required to carry out inspections of the network, which are undertaken on a daily, weekly and monthly basis. They carry out any maintenance and repairs which need to be done in line with the Network Management Manual (NMM) and Routine and Winter Services Code (RWSC). Please follow the link provided below which will direct you to the NMM and RWSC guidelines.

<https://www.gov.uk/guidance/standards-for-highways-online-resources#networkmanagement-manual-and-routine--winter-service-code>

At the top of the link above it advises 'this guidance was withdrawn on 30 May 2017', please note we still follow these guidelines along with the additional information referred to within the link below.

<http://www.standardsforhighways.co.uk/ha/standards/>

***A copy of the road repair history for that road over the past year. Again, please send me the full road history***

Please see attached (Appendix A). Please note that by “Planned Work Complete” we mean dates work completed.

***Dates of all safety inspections between 11 October 2018 to 10 December 2018***

Please see attached (Appendix B).

***Details of how safety inspections were undertaken***

These were driven at between 20 to 30 mph.

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

Please see attached (Appendix C).

***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***

These defects can be identified in many ways – through the Incident Support Unit (ISU) daily safety patrols, the safety inspectors, Highways England traffic officers and Connect Plus staff working on the contract. Once identified, the ISU crews are dispatched and sent to the scene to investigate. They must reach the defect within 2 hours. If the defect meets the classification of being a CAT 1 defect – presenting an immediate or imminent danger to the public - (deeper than 100mm and larger than 500mm in any direction) they carry out an emergency make safe repair under a rolling road block (where the traffic officers stop all traffic temporarily to provide a safe zone for work to be undertaken). Once complete, a job is raised on the system for a permanent repair to be carried out within 28 days.

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 and within 40 days for Environmental Information Regulations 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 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 CRS 768906 in any future communications.

Yours sincerely

[Redacted signature block]