

Our ref: 768161

[REDACTED]  
[REDACTED]

[REDACTED]  
Highways England  
Bridge House  
Walnut Tree Close  
Guildford  
GU1 4LZ

[www.highwaysengland.co.uk](http://www.highwaysengland.co.uk)

24 January 2019

Dear [REDACTED]

Thank you for your request for information about maintenance and defects on the M25 between junctions 29 to 31, dated 26 December.

I am dealing with your request under the terms of the Environmental Information Regulations 2004. This is because the information requested concerns measures and activities affecting or likely to affect elements of the environment or affect factors such as noise, pollution discharges and other releases into the environment.

Please see below your questions and our answers:

**Any complaints about a defective road surface on the M25 (clockwise) between junctions 29 and 31 in the period between 1st July 2018 and 26th December 2018, excluding any personal details of the complainants.**

Please see below, a list of defective road surface reports from junctions 29 to 31 of the M25, between 1 July 2018 and 26 December 2018.

- Pothole - J28/29 - 14/12/2018
- Pothole - J29/30 - 21/12/2018
- Pothole - J30/31 - 20/12/2018
- Pothole - J29/30 - 27/12/2018

**Details of any maintenance carried out on the M25 (clockwise) carriageway between junctions 29 and 31 in the period between 1st July 2018 and 26th December 2018.**

Please see attached a list of defects identified and resolved on the M25 clockwise between junctions 29 and 31, from 1 July 2018 to the 26 December 2018.

**Details of any maintenance which has been requested by Highways England but not yet carried out for the M25 (clockwise) carriageway between junctions 29 and 31 in the period between 1st July 2018 and 26th December 2018.**

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 inspect

the network on a daily, weekly and monthly basis and 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#network-management-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At the top of the link above it advises 'this guidance was withdrawn on 30 May 2017', please note we still follow these guidelines along with the additional information referred to within the link below.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/>

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 768161 in any future communications.

Yours sincerely

[Redacted signature]

[Redacted name]

Team Executive - OD SE Business Management Team  
[OPSSECorrespondenceTeam@highwaysengland.co.uk](mailto:OPSSECorrespondenceTeam@highwaysengland.co.uk)