

Our ref: 769169

[REDACTED]
[REDACTED]

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

www.highwaysengland.co.uk

20 March 2019

Dear [REDACTED]

Thank you for your request for information about road maintenance along the A282 southbound, between junction 30 (A13) and the Queen Elizabeth II Bridge dated 18 February.

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:

- 1. A copy of your current road maintenance policy relating to this 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 Services 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At the top of the link above it advises 'this guidance was withdrawn on 30 May 2017', please note we still follow these guidelines along with the additional information referred to within the link below.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/>

2. A copy of the road repair history for that road over the past year.

Please see the attachment labelled 'Road Maintenance Details'. In the second tab at the bottom left of the page, you will find the 'Road Repair History' for the A282 southbound, between junction 30 (A13) and the bridge, for the past year.

a. Dates of all safety inspections between 05/09/18 – 05/11/18

Please see the attachment labelled 'Road Maintenance Details'. In the third tab at the bottom left of the page, you will find a list of 'Safety Inspections' from 5 September 2018 to 5 November 2018. Unfortunately, due to some technical issues with the IT equipment which records inspections, not all inspections that occurred have been listed.

b. Details of how safety inspections were undertaken (walked or driven, speed of inspection vehicle etc.)

Two people in a vehicle carry out driven safety patrols and report any safety critical defects via our Control Room. Weekly driven safety inspections are carried out across the network. These inspections are driven and carried out on the hard shoulder at a speed of 15mph or with the flow of normal traffic speeds where there is no hard-shoulder. Monthly inspections are carried out in the same manner.

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

Please see the attachment labelled 'Road Maintenance Details'. In the first tab at the bottom left of the page, you will find a list of 'Defects Identified' over the past year.

d. 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.

Please see the attachment labelled 'Road Maintenance Details'. In the second tab at the bottom left of the page, you will find the 'Road Repair History' containing details about the handling of defects.

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. 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 769169 in any future communications.

Yours sincerely



Team Executive - OD SE Business Management Team
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