

Ref: FOI 100049

Highways England
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ
www.highwaysengland.co.uk

23 July 2019

A21 maintenance

I am writing to confirm that we have now completed our search for the information, which you requested on 26 June relating to the southbound section of the A21 (Tonbridge Bypass) between Quarry Hill Interchange (42.5 marker post) and the Half Moon Lane junction (46.3 marker post). I have dealt with your request under the terms of the Freedom of Information Act 2000.

I will answer each of your requests for information:

1. A copy of Highways England road maintenance policy relevant to this stretch of the road. Please include full policy. I expect this to include details of frequency of road inspections, how these inspections should be conducted and the maximum time between identification of a defect and repairs being carried out, unless covered by different document, which I will require.

Please see attached part 9 of the Asset Maintenance and Operational Requirements (AMOR). In this section is where you will find the road maintenance policy.

2. List of all reactive and planned maintenance works carried out to the surface of the road and list of road inspections carried out by Highways England between 1st October 2017 and 31st December 2018.

Please include:

- dates,**
- details of inspections (how these were carried out, i.e. walked, driven etc.)**
- details of all carriageway defects identified**
- details of how Highways England handled these defects -list of all repairs undertaken**

We do not have 'planned maintenance' programme for pavement defects.

There was a road marking & stud replacement scheme through this stretch carried out during this period: 'A21 Castle Hill to Hastings' between 4/12/17 to 2/2/18.

We have attached the following documents:

- Copies of detailed & safety inspections for the period requested (the detailed inspections cover the whole of the A21. We are unable to filter this to specific area). For your information, safety inspections are carried out every 28 days for this stretch of the A21. This is a visual inspection and inspector is driven. This includes manhole covers being driven over to check for movement.
- Copy of all defects within the 42.5 M/P and 46.3 M/P (A21 CW Defects 011017-311218). Safety defects are attended to and made safe within 24 hours and any permanent repairs that are required are then carried out within 28 days. Service defects are less severe and are further categorised into high or low priority. Service high defects will aim to be repaired within 6 months, whereas service low defects are monitored and placed into future programme of works and bid for funding.

3. List of all reports of damaged/faulty surface reported to Highways Agency in the same period of time as in (2.). Please state subsequent action taken, or reason if no action.

Please see attached a spreadsheet in relation to all customer enquiries reported for the A21 within the area of the M/P between the requested dates (A21 DW).

The actions taken are as follow. We log the enquiry on our system and then send to the inspector for the A21 to review at next inspection, where the pothole will be categorised. All defects on the Area 4 network are categorised by order of the severity and safety implication to the travelling public. This means safety defects are classed as emergencies and made safe within 24 hours. Permanent repairs are then carried out within 28 days. Service defects are less severe and are undertaken in order of priority when funds become available

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 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 FOI 100049 in any future communications.

Yours sincerely