

Our ref: CRS 770732 (FOI)

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

Email: [REDACTED]  
[REDACTED]

9 July 2019

Dear [REDACTED]

### **M25 road defects**

Thank you for your email to Highways England Customer Contact Centre on 8 June 2019. I have handled your request under the Freedom of Information Act 2000 for information about M25 road defects between Junctions 27 and 16.

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.***

This is detailed within the Network Management Manual and Routine Winter Service Code - [http://www.standardsforhighways.co.uk/ha/standards/nmm\\_rwsc/docs/rwsc.pdf](http://www.standardsforhighways.co.uk/ha/standards/nmm_rwsc/docs/rwsc.pdf)

***A copy of the road repair history for this road over the past year. Again, please send me the full road repair history, but this should include:***

***a) dates of all safety inspections between 6th Feb – 6th Apr 2018***

Please see Appendix A. Due to technical issues with the usual system used to collect this data, the information for 6 February and 6 April 2018 is sourced from another system. It is therefore in a different format.

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

These are driven in a car, travelling at 15 mph when on the hard shoulder or a maximum of 50mph when on the main carriageway.

**c) details of all carriageway defects identified, with description, date and time**

Please see Appendix B.

**d) details of how we handled these defects, what repairs were undertaken and the time between the identification of each defect and a repair being carried out.**

Please see Appendix B. Works orders are raised, with repairs programmed and completed. Category 1 defects are repaired within 28 days from identification, Category 2 defects within 6 months. Safety related faults are repaired within 24 hours.

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 770732 in any future communications.

Yours sincerely

[Redacted signature]

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