

Our ref: FOI 100019

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

Email: [REDACTED]

9 July 2019

Dear [REDACTED]

M25 / A282 Maintenance

Thank you for your email to Highways England Customer Contact Centre on 4 June 2019. I have handled your request under the Freedom of Information Act 2000 for information about maintenance of the M25 A282 between 1 December 2018 to 2 February 2019.

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.

Current road maintenance policy relating to this road is detailed within the Network Management Manual and Routine Winter Service Code -
http://www.standardsforhighways.co.uk/ha/standards/nmm_rwsc/docs/rwsc.pdf

A copy of the road repair history for that 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 1st December 2018 – 2nd February 2019.***

Please see Appendix A. Please note we have been unable to locate data for 3 December 2018.

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

These are driven in a car, travelling at a very low speed and also walk through when the tunnel is closed.

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.

With regards to your appeal against our rejection of your red claim, please be advised that the issue is being dealt with separately by our red claims team.

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 FOI 100019 in any future communications.

Yours sincerely

[Redacted signature]

OD SE Business Management Team
OPSSECorrespondenceTeam@highwaysengland.co.uk