

Our ref: FOI 100176

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

15 August 2019

Dear

### **A21 potholes**

Thank you for your email of 23 July 2019 regarding the pothole you encountered on 7 December 2018 when driving southbound on the A21. I have handled your request under the Freedom of Information Act 2000.

In answer to your questions please see below our answers:

#### **Freedom of information regarding the system of inspection that has been and is currently in place for this stretch of road where the pothole was present.**

For the A21 Highways safety inspections are carried out every 14 days. These are undertaken using a moving vehicle with a dedicated driver and inspector.

#### **I would like to know whether there was some system that enabled you company to identify these potholes so they can prevent any incidents.**

All inspections are carried out by trained, specialist inspectors to identify any defects. In the event that a defect is identified, this is reported and then mitigated to help prevent any incidents.

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.

#### **Any other complaints received in relation to this pothole.**

We have not received any other complaints regarding this pothole.

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 FOI 100176 any future communications.

Yours sincerely