

Our ref: 100598
Your ref:

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Email:

Direct Line:

6 December 2019

Dear

Freedom of Information Request A11 Attleborough to Thickthorn Interchange - potholes

Thank you for your email of 4 December requesting information about potholes reported and repaired on the A11 northbound carriageway between Attleborough and the Thickthorn Interchange for the period between 1 November 2019 and 3 December 2019. I confirm we have now completed our search for the requested information.

For the period between 1 November 2019 and 3 December 2019, I confirm that we identified 45 potholes through our safety inspection regime. According to our information database, none of these were reported to us by customers.

During the same period, we made 37 of these potholes safe by carrying out temporary repairs using lanes closures. For the remaining eight where we couldn't safely carry out temporary repairs, signs were erected to warn drivers of the uneven road surface. Permanent repairs are expected to start on 10 December when we intend to temporarily close the northbound carriageway as part of a series of overnight closures so that all required repairs can be completed safely.

If you are unhappy with the way we have handled your request you may ask for an internal review. 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 our Customer Contact Centre on 0300 123 5000; or email 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 100598 in any future communications.

Yours sincerely

Business Services Manager (Customer)
Operations (East)
Email: