

Our ref: 100620
Your ref:

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Email:

Direct Line:

12 December 2019

Dear

Freedom of Information Request A11 Attleborough to Thickthorn Interchange

Thank you for your email of 11 December requesting information about our performance standard, pothole information and assessment of the A11 northbound carriageway between Attleborough and the Thickthorn Services for the period between 1 November 2019 and 3 December 2019. I confirm we have now completed our search for the requested information.

I have extracted each of your requests and respond as follows:

1. *What is HE's performance standard for monitoring this road (A11 northbound between Attleborough and Thickthorn Services) and has this been achieved in the period 1 November to 3 December 2019?*

Our performance standards are set out in our Maintenance and Response Requirements, Concept of Delivery and Cyclic and Maintenance Delivery Plan. Relevant extracts are attached at Annexes A and B.

2. *We were the victims of a pothole on this stretch of road on 30 November 2019 between 4pm and 5pm. Please provide the information given to HE by the police or other third parties which brought to HE's attention the need to carry out an emergency repair.*

As advised in my previous response of 6 December, all 45 potholes found on the A11 northbound carriageway between Attleborough and Thickthorn Interchange during the period 1 November 2019 and 3 December 2019 were identified through our weekly safety inspections. None were brought to our attention by the police, customers or other third party.

3. *Give all information concerning the actual repair carried out. For example, depth of hole, dimensions, duration of lane closure and repair, temporary or permanent repair, etc. If the repair was a repair of a previous repair, provide details of that previous repair.*

Information not held. You have not yet provided us with any information through the submission of your claim form to indicate where exactly on the A11 you allege your vehicle sustained damage.

In general, where our inspections identify a pothole, we will make that safe in accordance with our processes. As previously described, 37 of the potholes found were made safe by carrying out temporary repairs. These will have been carried out overnight using lane closures between 8pm and 6am when traffic flows are at their lowest. On 10 December we started work to carry out permanent repairs.

Safety is our priority and a defect may have more than one temporary repair before it's permanently repaired. More than one temporary repair may be required depending on the location of the defect within the carriageway and whether traffic runs over it regularly.

4. *Was this pothole identified and repaired, or identified and not repaired, in the stats you gave me for the period in answer to my FOI request last week?*

Information not held. You have not yet provided us with any information through the submission of your claim form to indicate exactly where on the A11 you allege your vehicle sustained damage.

5. *This road is concrete with numerous tarmac repairs. What assessment has HE made of the overall condition of the road and its need for complete renewal?*

Our assessment of the overall condition of the A11 between Attleborough and Thickthorn is that it remains safe and serviceable. However, we are aware that the Wymondham Bypass, which is of concrete construction, is reaching the end of its serviceable life.

The term *serviceable life* is used to reflect the increasing level of maintenance activity required as a road deteriorates with age. There is a point where the cost of maintenance repairs, and the extended life those repairs give, becomes uneconomic.

We plan to rebuild the Wymondham Bypass as part of a major programme that we are currently developing for delivery during the next road investment period, 2020-2025. Until then, we will continue to inspect the A11 weekly and repair defects or otherwise maintain it to ensure it remains safe and serviceable.

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 100620 in any future communications.

Yours sincerely

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