

Our ref: 100632
Your ref:

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Email:

Direct Line:

17 December 2019

Dear

Freedom of Information Request A11 Attleborough to Thickthorn services – pothole repairs

Thank you for your email of 12 December requesting information about potholes repaired on the A11 northbound carriageway between Attleborough and the Thickthorn services on 30 November and 2 December 2019. I confirm we have now completed our search for the requested information.

I have extracted your requests for each date and respond as follows:

Pothole repairs on 30 November:

How and when identified and by whom: According to our database, a pothole requiring repair was called into our Regional Operations Centre on 30 November by Norfolk Police. The log reference is 2111 which you received under FOI 100637 on 16 December and gives the time as 16:35hrs.

Exact location: According to our database, the location is given as *B1172 Spooner Row to Wymondham – End of slip road on NB to Road and Rail Bridge*. A further note in the database entered when the repair work was completed states *Marker Post 29.1 NB ½ miles after Spooner Row on slip*.

Width, depth, length of hole: Under Section 1(1)(a) of the Freedom of Information Act I confirm this information is not held. This level of detail is not recorded in our database.

Whether previously repaired: Under Section 1(1)(a) of the Freedom of Information Act I confirm this information is not held. Every surface defect identified is recorded as a new defect. We are, however, aware of repairs having been completed adjacent to this one.

How long repair took: Our database shows that work started at 19:00hrs and was completed at 19:25hrs, therefore the repair took 25 minutes.

Time of repair: Our database shows that work started at 19:00hrs and was completed at 19:25hrs.

Any other information to appreciate nature of failure of road surface:

I refer to my earlier response under FOI 100620, that 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.

Pothole repairs on 2 December:

Under Section 1(1)(a) of the Freedom of Information Act I confirm this information is not held. According to our database, we did not carry out any pothole repairs on 2 December 2019.

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 100632 in any future communications.

Yours sincerely

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