

Our ref: FOI 100648

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

14 January 2020

Dear

Thank you for your request for information dated 16 December 2019 about potholes since July 2015 to the present on the A34 from the M40 down to M4 junction, M4 junction 13 to junction 5 M25, A404 up to M40 and M40 back to A34. I have handled your request under the Freedom of Information Act 2000.

In answer to your questions, regarding your request for number of potholes reported, how long they take to repair, how many return, I can advise that we do not hold this information in a format that is easily retrievable to provide details. Therefore, we must refuse your request for data under section 12 of the Freedom of Information Act 2000 because compiling the requested information would exceed the appropriate time spent and cost limit.

With regards to how many claims we have had on these locations due to potholes from drivers that have suffered car damage from July 2015 until 16 December 2019 we have completed our search and the information is attached alongside this response.

**Report 1** attached contains all pothole claims received from July 2015 to present in the following areas:

- A34/ M40 J9 - Mp 98/1 to A34/ M4 J13 - Mp 47/2
- M4 J13 - Mp 91/6 to M4 J5 - Mp 31/7
- A404 Mp 50/2 to M40 Handy Cross Interchange Mp 60/6

**Report 2** attached contains all pothole claims received for M4 junction 5 to M25 junction 5 from July 2015 to present.

For your information, from 23 April 2018 to 16 December 2019 we have no claims relating to potholes on the section A404 (M40 J4) to A34 (M40 J9) and as there was a change of contractor on this date Highways England does not hold any data prior to 23 April 2018 on this section.

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 100648 any future communications.

Yours sincerely