

Our ref: 101120
Your ref:

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Telephone:

10 June 2020

Dear

**Freedom of Information Request
A47 Little Fransham to Necton – inspections and repairs**

Thank you for your email of 22 May 2020 requesting inspection and repair information for the westbound A47 between Little Fransham and Necton for the period 22 May 2010 to 22 May 2020. We have now completed our search for the requested information.

Inspections of the A47 are carried out weekly by two inspectors in a fully liveried Highway England vehicle. Vehicles are driven at normal speed with one inspector driving whilst the other concentrates on inspecting the route. Defects are recorded on paper and transferred to a database through which orders for repairs can be raised. Inspectors will also utilise dash cam footage taken during the inspection to further scrutinise defects. Where it is safe to do so, inspectors will also stop and carry out closer inspections of street furniture such as lamp columns and signs. Defects are then categorised and those identified as safety critical are repaired within 24 hours.

During the current pandemic crisis, to maintain social distancing and ensure the safety of our inspectors, inspections are being carried out by one inspector in a vehicle. Where a defect is noted, and it is safe to do so, the inspector will stop and record it.

We only hold records of defects and repairs going back to 2015. Please find that information in Annexes A and B attached. Information contained in Annex B is from a new database that we started using on 1 October 2019.

Personal information has been redacted in reliance of [Section 40](#) of the Freedom of Information Act.

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 101120 in any future communications.

Yours sincerely

Senior Business Coordinator
Operations (East)
Email: