

██████████  
Highways England  
2 Colmore Square  
Birmingham  
B4 6BN

Our ref: 101215

Customer Contact Centre  
Information Line: **0300 123**  
**5000**

██████████  
████████████████████  
14 August 2020

Sent by e-mail

Dear ██████████

**M6 JUNCTIONS 13 TO 15 SMART MOTORWAY  
FREEDOM OF INFORMATION REQUEST – CARRAIGE WAY DEFECTS**

Thank you for your information request Ref: 101215 received on Monday 29 June 2020 regarding the M6 Junctions 13 to 15 Smart Motorways scheme. I can confirm that we have now completed our search for the information. Prior to responding to each your points, I would like to take this opportunity to thank you for raising your concerns.

Formal carriageway defect inspections are undertaken by trained and competent staff with one driving and one undertaking the inspection. The vehicle will be driven at a safe speed suitable to the flow of the traffic. This survey information is supplemented by informal daily inspections undertaken by all members of the workforce in the location of

their works prior to starting their works and defects reported by our customers driving along this section of the carriageway.

Carriageway inspections are undertaken on a weekly basis. The scheme categorises carriageway defects as Safety Critical and Non-Safety Critical. Safety Critical Carriageway defects are defined as potholes in trafficked areas that are over 150 mm in diameter, or deeper than the surface course thickness, or deeper than 40mm. These defects require remedial or permanent works undertaken within 24hrs of being identified, with permanent works to be carried out within 28 days.

Defects that do not fit these criteria are Non-Safety Critical Carriageway defects. These are to be repaired within the programme of works and are monitored and documented to ensure that they do not become Safety Critical defects prior to the repair works being undertaken. This process fully complies with our duties under Section 41 of the Highways Act 1980.

Please see below for the answers to each question you raised:

- From 26 October 2019 to 26 April 2020, the project recorded 36 claims between M6 junctions 14 and 15
- The project has paid one claim totalling £1699 in regards to a traffic management related issue
- Since construction began in March 2018, zero claims have been subject to further legal action.

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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 Registered office Bridge House, 1 Walnut Tree Close, Guildford GU1 4LZ

Highways England Company Limited registered in England and Wales number 09346363.

If you have any queries about this letter, please contact me. Please remember to quote reference number **100875** in any future communications.

Yours sincerely

**M6 Junctions 13 – 15 Smart Motorways Team**

Email: [M6.j13-15@highwaysengland.co.uk](mailto:M6.j13-15@highwaysengland.co.uk)