

Our ref: FOI 101344

Highways England
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ

www.highways.gov.uk

2 September 2020

Dear

Request for information under the Freedom of Information Act 2000

Thank you for your request of 8 August 2020 requesting the following data for the A20 eastbound. This relates to junction 3 of the M25 rather than to junction 2.

I will answer each of your questions below in black in the same sequence and the information is provided in blue.

1) A copy of the current road maintenance policy relating to this road, a full policy including details of the intended frequency of road safety inspections, how these inspections should be conducted and the maximum time between identification of a defect and repairs being carried out.

We abide by the Network Management Manual and Routine Winter Service Code http://www.standardsforhighways.co.uk/ha/standards/nmm_rwsc/docs/rwsc.pdf

With reference to how safety inspections are conducted, the area is driven by two operatives, one driver and one inspector. The driver will travel 15mph if on the hard shoulder or 50mph if on the main carriageway. No traffic management provisions are required as they are either driven on the hard shoulder where one exists or with the flow of traffic.

Page 2.2 – 1 in the Routine Winter Service Code provides guidance on repair times for varying categories of defects.

2. A copy of the road repair history for that road over the past year and the full road repair history including:

Dates of all safety inspections between 16/12/2019 and 23/02/2020 – [as attached spreadsheet, under safety inspection tab](#). In addition to these we also carry out daily safety patrols.

Details of how safety inspections were undertaken (walked or driver, speed of inspection vehicle etc) – [Please see above](#)

Details of all carriageway defects identified, with description, date, and time. [As per attached spreadsheet under planned works and NOC defect list tabs](#).

Details of how the authority handled these defects, what repairs were undertaken and the time between the identification of each defect and a repair being carried out. [As attached spreadsheet under planned works and NOC defect list.](#)

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. 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 101344 in any future communications.

Yours sincerely

Mrs
OD SE Business Management Team
OPSSEBMT@highwaysengland.co.uk