

Environmental Information Regulations – Response - 27138

I am writing to you under the Freedom of Information Act 2000 to request the following information relating to potholes. Please can you provide the answers in an email response.

1. What is the longest planned time between a logged defect report and actual inspection?

there is no planned time, reports are triaged on risk and inspection times will be assessed against this and competing demands.

2. What is the longest planned time between agreeing a repair is required and carrying out that repair?

Details as per SCC' Highways Maintenance Operational Plan (HMOP) – Defect Response Matrices, Appendix 1 & 2 HMOP can be found at

<https://www.suffolk.gov.uk/roads-and-transport/highway-maintenance/highway-asset-management/highway-maintenance-operational-plan>

3. What is your process to ensure a road is made safe in under 2 hours from reporting?

Processes are as per attached .pdf file named '27138_Process'.

NB –the Highways Service response time of two hours is to attend the location within two hours in order to commence making the highway safe by whatever means are necessary. The Highways Service Contract states the following elements which are relevant to this question:

An Emergency Response Event is a fault, defect or incident that requires an urgent response.

These are categorised as Minor and Major Emergencies.

Minor Emergencies comprise of occurrences predominantly short in duration and limited to a particular geographic location within the highway network. Such occurrences may include but not limited to:

- Category 1 defects as prescribed in the in the Highway Maintenance Operational Plan
- Road Traffic Collision
- Highway asset failure requiring protection to reduce public interaction
- Highway asset failure preventing damage to non-highway property
- Support to the emergency services undertaking activities on the highway network
- Road Traffic Collision or other incident to protect or warn highway users and in support and/or involvement of the emergency services
- Any other safety related defect on the network as instructed by the Client.

The Contractor acts on behalf of the Client and instigates and executes emergency work. Major Emergencies comprise occurrences of long duration often associated with:

- natural and civil emergencies
- climatic conditions including wide scale flooding or storm damage.

These events do not normally occur without some advance warning. Depending on the size and nature of the event the Contractor may be instructed by the Client to increase resources and/or suspend some or all its scheduled work until such time as the emergency has abated.

The Emergency Response Service is available on a 24-hour, 365 day a year basis.
Objective

To provide an appropriate and timely response to incidents and emergencies on or close to the highway asset specifically:

1. To restore safe passage for users of the highway
2. To eliminate any danger to users of the highway and adjoining land or property caused by events and incidents
3. To minimise damage to highway assets

To support and work, as directed by the Client, with the emergency services, other Council departments and third parties to ensure the highway is in a safe and appropriate condition for the movement of people and traffic.

To achieve the required response time of a maximum of 2 hours to arrive at the incident location with an appropriate resource to establish reasonable controls to reduce the level of risk to people, property, and highway assets to an acceptable level.
Have resource resilience in place to increase the appropriate resource level to support Major Emergencies when instructed by the Client.

4. For driven Section 58 inspections, do you use geolocating to log the position and sizes of potholes?

Cyclical safety inspections, referred to as Highway Safety Inspections, are carried out to satisfy SCC's statutory duties in accordance with section 41 of the Highways Act 1980. All defects are recorded using GIS coordinates and are mapped within management systems to assist with accurate identification and monitoring.

5. After driven S58 inspections, do you log outcomes in the highways database?

Yes

6. For driven S58 inspections, do you regularly record hazards due to vegetation, drainage or poor road signs?

Defects identified that meet with repair/intervention criteria in the HMOP are recorded and commissioned for repair. Other observations that do not meet this criteria are recorded by exception.

7. *What is the largest intervention criteria size of pothole before repair action is taken? i.e. X cm wide, Y cm long, Z cm deep.*

As per HMOP – Carriageway Defects - Matix C

8. *Aside from reporting defects via FixMyStreet or similar, do volunteers supplement your own officer/ contractor S58 inspections?*

No

9. *How many street sweeping machines do you have access to?*

10. *What proportion of your roads is swept at least every three months?*

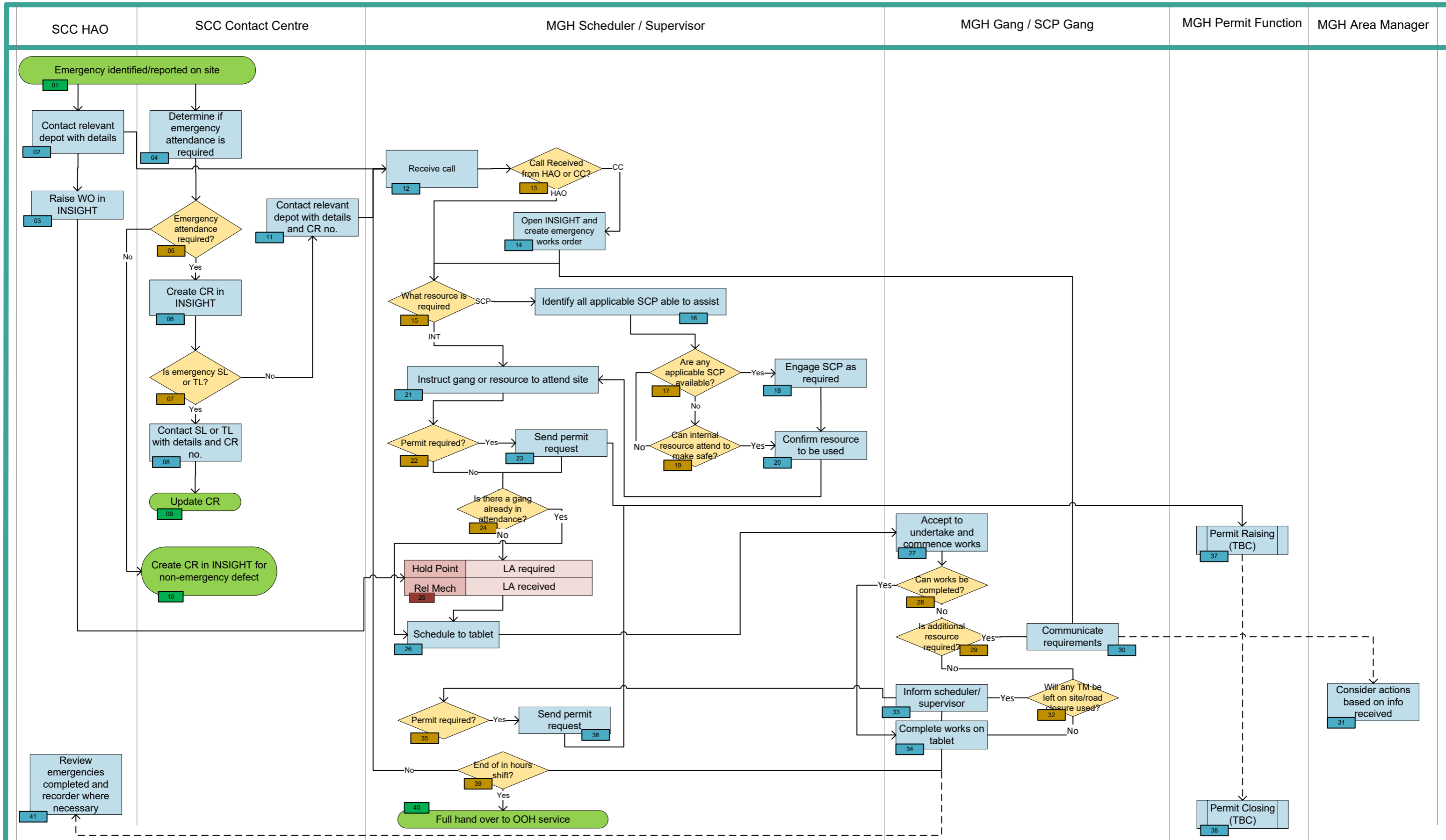
11. *What proportion of non-channel road is swept, ie. at junctions and roundabouts?*

Suffolk County Council does not hold this information, you may wish to redirect your query to the district and borough councils.

12. *What proportion of your potholes are filled by your-salaried teams compared with contractors?*

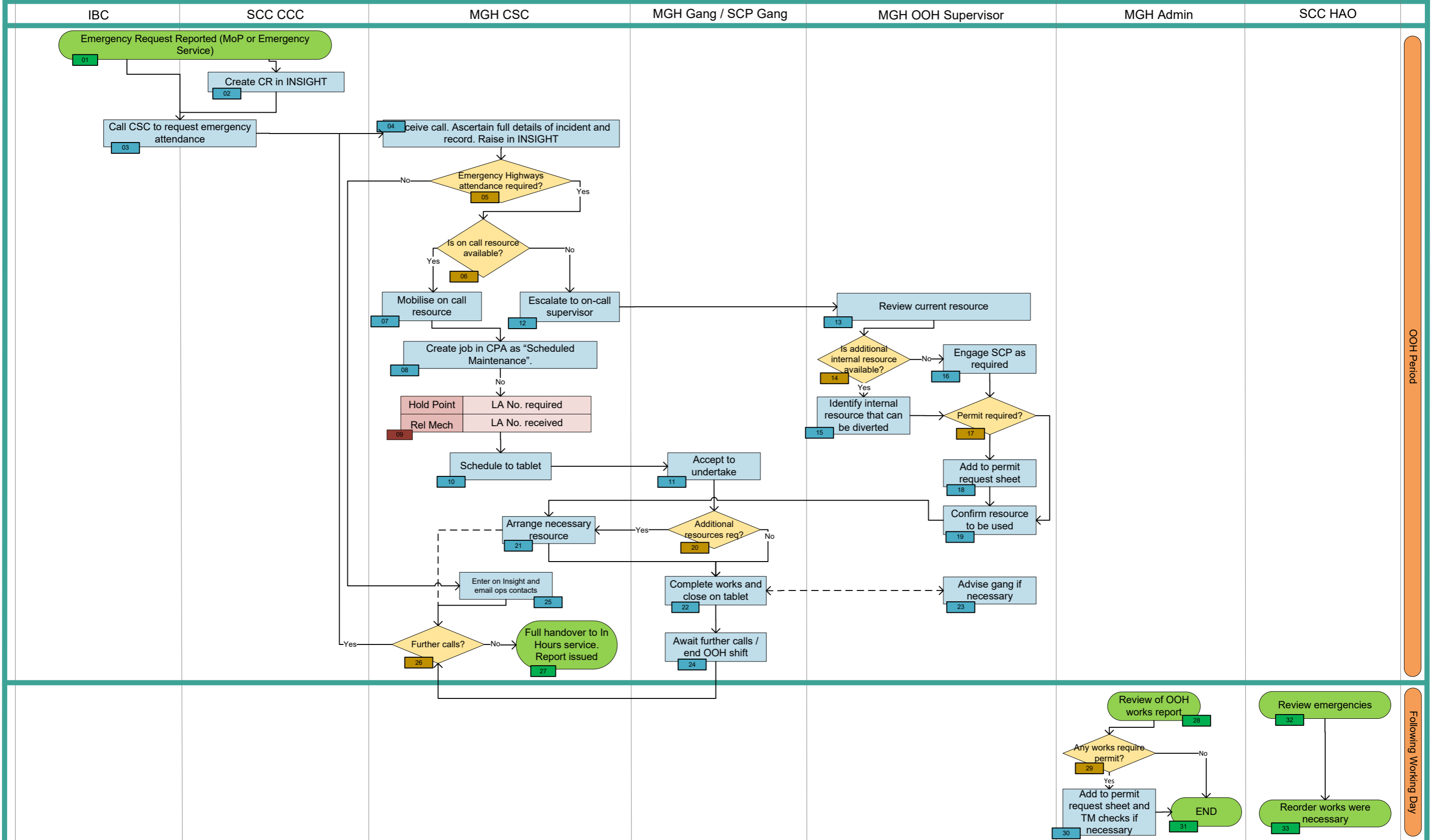
None

Process



Key: SCC – Suffolk County Council
 WO – Works Order
 CPA – Causeway Project Accounting
 CR – Customer Report
 LA – Local Authority
 MoP – Member of Public
 OOH – Out Of Hours
 SL – Street Lighting
 TL – Traffic Lights
 SCP – Supply Chain Partner
 HAO – Highways Assessment Officer

Process



Key: SCC – Suffolk County Council, CCC – Customer Contact Centre, CR – Customer Report, LA – Local Authority, OOH – Out Of Hours, SCP – Supply Chain Partner, CSC – Central Service Control, IBC – Ipswich Borough Council, HAO – Highways Assessment Officer, MoP – Member of Public, CPA – Causeway Project Accounting