

Environmental Information Regulations – Response - 27394

Insurance ref: 14813

Highways ref: 46548

Location: B1062 Beccles Road

1. please , could I make a freedom of information request as to when the council was first advised of the pothole.

The pothole was first made known to the highways service when the term maintenance contractor received a call at 18:15. See attached shift log, and pictures taken at the time (file name: '27394_Report.pdf').

2. I would also like to ask for a further freedom of information report to check what was stated in the letter that a two hour repair was conducted on the pothole, finishing at 18.45pm that day.

The location was attended within two hours of the initial notification at 18:15. Crews completed their attendance by 18:45, at which point signs had been installed to make the pothole safe. Not that works started 2 hours before 18:45.

Redacted Information

All information released in response to a Freedom of Information Act 2000 (FOIA) or Environmental Information Regulation 2004 (EIR) request is deemed to be in the public domain. As such we must consider whether or not the requested information qualifies as personal information and should therefore not be released into the public domain.

The council has determined that this is personal information and is therefore exempt from disclosure under **section 40** of the FOIA and **regulation 13** of the EIR.

The Council considered the following, including the possible consequences of disclosure for the data subjects concerned and their reasonable expectations as to the use of their data:

- expectations of the individuals concerned about personal information being put into the public domain;
- reasonable expectations - the data subjects concerned would have a legitimate expectation of privacy concerning their personal information and would not have anticipated this being put into the public domain;
- whether or not the requested information could be anonymised; and
- balancing the individual's rights and the legitimate interests - In past cases the Information Commissioner has weighed the individual's rights to privacy against the public interest in disclosure. There is no presumption in favour of releasing personal data.

This is an absolute exemption, which means that if the condition is satisfied there is no additional public interest test to consider.

In assessing fairness, the Council considered the likely consequences of disclosure of the requested information. Personal information should not be used in ways that have unjustified adverse effects on the individuals concerned. The council also considered whether such disclosure would be within the reasonable expectations of the individuals, given that any response to a request under the FOIA or EIR is deemed to be in the public domain. The council believes that in this instance it is not fair to disclose personal data and is therefore withholding the requested information under section 40 of the FOIA and regulation 13 of the EIR.

CSC: Shift Log

Shift Manager: [REDACTED]

Date: Monday 9th February 2026



Essential infrastructure
services for life

16/06/2026

Shift Times: 07:00 9th February 2026 – 07:00 10th February 2026

For Action by Oncoming Shift –

Handing over live incidents, 'next working day' incidents etc

Peterborough:

6725 – 24h defect – Attending 10/02

Incidents

No. of incidents received via telephone. Should any further details be required, please contact the CSC Shift Manager on 0800 028 0082

Time	Operating Unit	Reference	Category
07:10	Devon Highways	132605	Hazard
10:53	Peterborough Highways	132613	Hazard
12:48	Devon Highways	132667	Hazard
12:00	Peterborough Highways	132674	Hazard
15:27	Cambridgeshire Highways	132676	Damage
16:01	Suffolk Highways	132679	Vehicle Incident Without Injury
13:53	Hampshire Highways	132687	Good Practice

Optimus reports received via Email/App.

OU	Number entered onto Optimus
Cambridge Highways	10
Hampshire Highways	2
Projects – Oxford	2
Projects – Hampshire	1
Devon Highways	2
Oxfordshire Highways	1
Projects - SDF - North West	3

Hampshire OOH:

CSC Enquiry Ref	Assigned to HCC DO (time)	DO Confirm Ref	Gang assigned (if applicable)	Remarks
-	[REDACTED]	22390997	West	Pothole
-	[REDACTED]	22391012	North	Broken Signs
-	[REDACTED]	22391013	East	Barriers and signs needed
-	[REDACTED]	22391033	24 Hour	Email sent
-	[REDACTED]	22391044	South	Potholes
-	[REDACTED]	22391055	North	Damage bollard
-	[REDACTED]	22391060	North	Potholes
7189723	[REDACTED]	22391064	South	Tree down
-	[REDACTED]	22391061	North Arbs	Tree down
-	[REDACTED]	22391062	South Arbs	Tree down
-	[REDACTED]	22391063	North / Chapter 8	Pothole
-	[REDACTED]	22391065	West	Flood
-	[REDACTED]	21031113	South Arbs	Trees down
-	[REDACTED]	21031178	West	Closure to assist South Arbs
-	[REDACTED]	22391066	West	Pothole
7189724	[REDACTED]			
		22391067	West	Potholes
		22391068	West	Potholes
		22391069	West and Chapter 8	Pothole

Any Notes for the Handover to Day Team

Nothing to advise

16/06/2026

Oxford OOH:

HIAMS D Ref	DO informed and Time	Gang assigned (if applicable)	Remarks
D26931322		North	Request to reassign to North crew.
D26931353		South	Pothole
D26931354		South	Missing drain cover
D26931355		South	Large pothole

Any Notes for the Handover to Day Team

Nothing to advise

Central Bedfordshire:

Causeway Ref:	Crew Informed	Remarks
5448	Streetlighting	Non Emergency
5449	South	Pothole
5450	North	Potholes
5451	South	Potholes
5452	North	Potholes
5453	North	Potholes
5454	North	Potholes
5455	North	Potholes
5456	Streetlighting	Door off
5457	North	Pothole
5458	South	Pothole
5459	North	Edge Defect
5460	North	Pothole
5461	North	Fly tipping
5462	Streetlighting	Streetlighting / RTC
5463	North	Pothole
5464	South	Pothole

Any Notes for the Handover to Day Team

Nothing to advise

Suffolk:

CRN	LA Code	Email from IBC during bad weather	Crew Informed & time & device	Location	Incident details
44923	46923	N	East- 17:20 -G20	Church road Ringfield	Pothole
	46190	N	East 18:17 G20	The Street, Hacheston	Pothole causing damage (supervisor advised attendance)
	46198	N	East - 18:15 - G20	Deer Row and jct B1062, Mettingham, Bungay	Pothole/sinkhole 3ft x 3ft deep
	46224	N	East – 19:16 - G20 (Duplicate to 46198 as per crew)	B1062, Bungay	Pothole/sinkhole 3ft x 3ft deep
-	46251	N	Central - 20:34 - G04	Dickens Road and j/w London Road, Ipswich	2mtr oil spillage from a breakdown
-	46258	N	East - 20:57 - G20	Boot Street, Great Bealings	RTC – Damage to wall
-	46328	N	Central 04:41 GF01	Burrell Road on Ipswich	Closure for RTC
-	46338	N	East 06:57 G20	Park Hill, Oulton	Tree down

Any Notes for the Handover to Day Team

46198 - Crew have attended and completed job but system has not let us order the job to push it to causeway, Salley Beales is aware and is inspecting the issue. Not had this issue with any other jobs since.

16/06/2026

Winter Maintenance

Cambridgeshire

05:57 Winter maintenance indicative decision received – No action.
 11:18 Winter maintenance decision received – Green – No action
 06:04 Winter maintenance indicative decision received – No action.

Depot/Area/Domain	Depot Supervisor Informed	Time Informed	Email Sent	Comments
March – North – Domain 1 (N&E)	[REDACTED]	11:27	Y	N/A
Witchford – East – Domain 1 (N&E)	[REDACTED]	11:28		
Huntingdon – West – Domain 2 (S&W)	[REDACTED]	11:29		
Whittlesford – South – Domain 2 (S&W) & Domain 3 (City)	[REDACTED]	11:30		

Vaisala Acknowledged?	Yes	By CSC
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Central Beds:

11:43 Winter Maintenance Decision received – No Salting.

Hampshire

05:57 Winter Maintenance Indicative Decision received – No action. RST's above zero.
 11:32 Winter Maintenance decision received – No action.

Vaisala Acknowledged?	<input checked="" type="checkbox"/>	By WMDO
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Oxfordshire

11:37 Winter Maintenance Decision received – No action.

Peterborough

11:29 Winter Maintenance Decision received – GREEN – No gritting action.

Other Issues Affecting CSC Operations

- Ticket #11573817 raised with Little Fish re: shared inbox folders missing. [REDACTED] chased with [REDACTED] again.
- Ticket #11762899 raised with Little Fish [REDACTED] still unable to log into HIAMS, issues with receiving emails. Further correspondence with A&D Management Team [REDACTED] and Littlefish.
- Ticket #828585 raised with Little Fish re: [REDACTED] cannot access the Comp Portal on her mobile.
- Ticket #11813120 raised with Little Fish re: [REDACTED] laptop is jittery, slow and running at 100% CPU and memory with minimal programs running

Accident Chase

No. of Accident Chases completed.

Reference	Operating Unit	Contact	Outcome	Comments (Further escalation required?)
-	-	-	-	-







POLICE SLOW







