

Environmental Information Regulations – Response - 27465

Incident Details

Date of incident: 29 January 2026

Time of incident: Approximately 17:10

Location: Church Road, Ringsfield, Suffolk

Coordinates: Latitude 52°26'18.7"N, Longitude 1°32'21.6"E

Direction of travel: From Ringsfield Village Hall towards Ringsfield Church.

The pothole was located just after the first bend, approximately 350 feet from the junction of Ringsfield Road and Church Road. It was positioned at the second passing place, before the public footpath sign. This section of road is rural, with no residential properties immediately adjacent to the carriageway.

Please provide the following information relating to this specific highway defect:

1. The date on which the pothole was first reported to Suffolk Highways.

04/02/2026

2. The date on which the pothole was first identified during any highway inspection.

05/02/2026

3. The date on which any yellow paint markings were applied to the pothole or surrounding carriageway.

05/02/2026

4. Copies of any inspection records, defect reports, maintenance records, photographs, notes, correspondence, works orders, or electronic records relating to this defect.

As per attached file named "27465_Reports.pdf"

5. The defect classification, risk assessment, intervention level, and repair priority assigned to the pothole.

Classified Cat 5 of Matrix C – Carriageway Defects. Appendix 1 Defect Response Matrices – Carriageway, SCC's Highways Maintenance Operational Plan (HMOP) as below; details of the HMOP can be found at <https://www.suffolk.gov.uk/roads-and-transport/highway-maintenance/highway-asset-management/highway-maintenance-operational-plan>

Defect Response Matrix C – Carriageway Defects

| Carriageway Defects - Matrix C | | | | |
|---|-----------------------|---|----------------------------------|---|
| SEVERITY | | | | |
| | | Major | Moderate | Minor |
| | | Road Type 2 & 3a | Road Type 3b | Road Type 4a & 4b |
| | | Strategic 'A' rd Routes - Main Distributer - Major Urban Network and Inter Strategic routes | Main secondary distributor roads | Local Roads - Minor rural roads and urban culs-de-sac |
| | | Monthly | 3 Monthly | 6 Monthly |
| | | 200mm dia | 200mm dia | 200mm dia |
| LIKELIHOOD | Very likely >100mm | Cat 2 2 Working Days | Cat 3 5 Working days | Cat 5 20 Working Days |
| | Likely 40-100mm | Cat 4 10 Working Days | Cat 5 20 Working Days | Cat 6 8 weeks |
| | Rare <40mm | Defects under 40mm in depth do not need to be recorded. | | |
| <p>Notes</p> <p>In sensitive/well used locations on 4a and 4b roads where there is no adjacent footway, elevate repairs to Cat 5. If within a controlled pedestrian crossing use Matrix K - Footway Potholes.</p> <p>Laybys</p> <p>Road type 4b applies to all bound material laybys (regardless of adjacent carriageway hierarchy)</p> | | | | |

6. The date on which any repair order was raised.

05/02/2026

7. The date on which any repair work was completed.

18/02/2026

8. Details of any previous reports, complaints, or notifications received concerning this pothole before 29 January 2026.

Between 1st Apr 2021 to date there have been zero formal complaints specific to Church Road, Ringsfield.

9. *Copies of routine highway inspection records for this section of Church Road covering the period from 29 January 2025 to 29 January 2026.*
As per .pdf file named "27465_Inspections"

10. *Details of Suffolk Highways' inspection frequency and maintenance policy applicable to this section of road during that period.*

This road named 1402 From C937 To B1062, Ringsfield is classified as a Type 4a Road as per HMOP section 4 - Risk. It is routinely inspected on a bi-annual basis and whenever a report of a defect is received.

Asset Location History Report Aurora

Note: this report is limited to 50,000 records.

Search Parameters

Current User Extent:

From: 01/01/2026

To:

Include: All

Location: Street : Church Road Ringsfield, Suffolk

Selected Spatial Area:

Report Run Date: 26/06/2026

Road Classification Information

USRN

USRN: 42502023

Road Number: C937

Address: CHURCH ROAD

Town: RINGSFIELD

Maintaining Organisation: SUFFOLK COUNTY COUNCIL

Street Type: Designated Street Name

Highest Carriageway Reinstatement: Carriageway type 4 (up to 0.5 MSA)

Urban or Rural: Urban

Road Hierarchy: Secondary Distributor (3b)

Footway Hierarchy: Local Access Footways (4)

Length: 915.66

Inspections

Highway Safety Inspection

Action Number: 35763

Action Type: Highway Safety Inspection

Asset Type: Carriageway

Method: Driven

Inspector: [REDACTED]

Due Date: 17/04/2026 23:59

Completed Date: 08/04/2026 09:05

State: Completed (No Observed Defects)

| | |
|--------------------|---|
| Frequency: | Quarterly |
| Next Due Date: | 17/07/2026 23:59 |
| Defect Found?: | No |
| HAO Area: | HAO - All Areas Merged, HAO - Halesworth 03 |
| HAE Area: | HAE - Halesworth |
| Weather: | Fine |
| Surface State: | Dry |
| Walked or Driven?: | Driven |

Asset Location History Report Aurora

Note: this report is limited to 50,000 records.

Search Parameters

Current User Extent:

From: 01/01/2026

To:

Include: All

Location: Street : Church Road Ringsfield, Suffolk

Selected Spatial Area:

Report Run Date: 26/06/2026

Road Classification Information

USRN

USRN: 42502023

Road Number: C937

Address: CHURCH ROAD

Town: RINGSFIELD

Maintaining Organisation: SUFFOLK COUNTY COUNCIL

Street Type: Designated Street Name

Highest Carriageway Reinstatement: Carriageway type 4 (up to 0.5 MSA)

Urban or Rural: Urban

Road Hierarchy: Secondary Distributor (3b)

Footway Hierarchy: Local Access Footways (4)

Length: 915.66

Case

Insight Legacy Report

Case Type: Insight Legacy Report

Case Number: 35670

Asset Type: Street

Originated Date: 02/02/2025 16:45

Service Level: Standard

Location: Damage on Crossroads Church Road, Ringsfield, Beccles, Suffolk.

Description: The size of the potholes range from a dustbin lid to a dinner plate and run for a length of 28 metres in one area. The Depth of the potholes are from 6ins to 9ins. A good part of this damage is breaking away and slipping into the under ground ditch. very dangerous especially at night.

| | |
|----------------------------|-----------------------------------|
| State: | Cleared |
| Grid Ref.: | 640957 287225 |
| Insight CRNo: | 505738 |
| Insight Request Type: | Pothole (POTH) |
| Insight Service Code: | LIVE (SERV) |
| Insight Analysis Code 1: | Pothole (POTH) |
| Insight Analysis Code 2: | Fault Report (FLTR)) |
| Insight Priority Code: | Standard (STD) |
| Insight Stage: | MAINT |
| Insight L.A.Code Number: | 332066 |
| Insight L.A.Code Contract: | Milestone H/Way Reactive (MILH/R) |
| Insight L.A.Code Stage: | RECORDED |

Insight Legacy Report

| | |
|------------------|--------------------------|
| Case Type: | Insight Legacy Report |
| Case Number: | 35672 |
| Asset Type: | Street |
| Originated Date: | 03/02/2025 14:16 |
| Service Level: | Standard |
| Location: | Church Road, Ringsfield. |

Description: 2 large potholes dinner plate size. your staff have once again been down to look and have only marked up 4 metres of the 24 metres of this badly damaged road along this stretch of church Road. How come your workman can't ever do a proper job once and for all? I guess 4 months from now they will be back doing the same repair, and so on. This road is damaging my House, so I may be sending you a bill for the damage to my property very soon or deduct the cost off my council Tax.

| | |
|--------------------------|----------------------|
| State: | Cleared |
| Grid Ref.: | 640929 287311 |
| Insight CRNo: | 505886 |
| Insight Request Type: | Pothole (POTH) |
| Insight Service Code: | LIVE (SERV) |
| Insight Analysis Code 1: | Pothole (POTH) |
| Insight Analysis Code 2: | Fault Report (FLTR)) |
| Insight Priority Code: | Standard (STD) |
| Insight Stage: | MAINT |
| Insight L.A.Code Number: | 341443 |

Insight L.A.Code Contract:

Milestone H/Way Reactive (MILH/R)

Insight L.A.Code Stage:

APPROVED

Attachments

WIN_20250204_10_18_42_Pro.jpg:



WIN_20250204_10_18_47_Pro.jpg:



WIN_20250204_10_19_33_Pro.jpg:



Insight Legacy Report

| | |
|------------------|--|
| Case Type: | Insight Legacy Report |
| Case Number: | 40955 |
| Asset Type: | Street |
| Originated Date: | 27/01/2026 12:38 |
| Service Level: | Standard |
| Location: | Blocked drain on highway opposite house with large windows by the road |

Description:

This has previously been reported several times. Teams have attended approximately 4 times to attempt to clear. It was last updated as being fixed on 31 Dec . This picture has been taken since, showing that it is still not resolved. A more permanent solution is needed.

The flooding is causing damage to the adjacent building. It is causing cars to move to the other side of the road to avoid , and into oncoming traffic on a 60mph road with no pavement -where kids walk to school, dog walkers and horse riders are vulnerable.

State: Cleared

Grid Ref.: 640787 287908

Insight CRNo: 552879

Insight Request Type: Drainage (DRFL)

Insight Service Code: LIVE (SERV)

Insight Analysis Code 1: Blckd OFlowing Drain (BLDH)

Insight Analysis Code 2: Fault Report (FLTR))

Insight Priority Code: Standard (STD)

Insight Stage: RECORDED

Attachments

Customer Supplied Photograph:



Insight Legacy Report

Case Type: Insight Legacy Report

Case Number: 41755

Asset Type: Street

Originated Date: 29/01/2026 13:56

Service Level: Standard

Location: As you go into Church road on the left

Description: Pothole in the road. 24 inches by 12 inches and over 6 inches deep.

State: Cleared - Maintenance

Grid Ref.: 640953 287223

Insight CRNo: 553772

| | |
|--------------------------|----------------------|
| Insight Request Type: | Pothole (POTH) |
| Insight Service Code: | LIVE (SERV) |
| Insight Analysis Code 1: | Pothole (POTH) |
| Insight Analysis Code 2: | Fault Report (FLTR)) |
| Insight External Ref: | |
| Insight Priority Code: | Standard (STD) |
| Insight Stage: | RECORDED |

Insight Legacy Report

| | |
|------------------|---|
| Case Type: | Insight Legacy Report |
| Case Number: | 41756 |
| Asset Type: | Street |
| Originated Date: | 29/01/2026 13:57 |
| Service Level: | Standard |
| Location: | As you go into Church road on the left Pothole in the road. 24 inches by 12 inches and over 6 inches deep. |
| Description: | Customer would like to claim for vehicle damage. |

| | |
|--------------------------|-------------------------|
| State: | Suspended |
| Grid Ref.: | 640953 287223 |
| Insight CRNo: | 553773 |
| Insight Request Type: | Insurance Claims (INSU) |
| Insight Service Code: | LIVE (SERV) |
| Insight Analysis Code 1: | Vehicle Damage (VEHI) |
| Insight Analysis Code 2: | Non Injury (CLNI)) |
| Insight External Ref: | |
| Insight Priority Code: | Standard (STD) |
| Insight Stage: | RECORDED |

Pothole(s)

| | |
|------------------|-------------------------------------|
| Case Type: | Pothole(s) |
| Case Number: | 44923 |
| Asset Type: | Street |
| Originated Date: | 09/02/2026 16:50 |
| Service Level: | Emergency |
| Location: | Church Road, Adjacent to Polls Lane |

Description: 5x vehicles currently on side of the road w/ damaged tyres - large pothole which appears to be quickly growing. In the middle of the rd, approx 1mx1x and fairly deep

State: Cleared - Maintenance

Grid Ref.: 640876 287720

Pothole(s)

Case Type: Pothole(s)

Case Number: 50775

Asset Type: Carriageway

Originated Date: 21/02/2026 11:28

Service Level: Standard

Location: Church Road, Ringsfield

Description: Pothole which has caused damage to vehicle - claim to follow

State: Cleared - Maintenance

Grid Ref.: 640899 287444

New Claim Received

Case Type: New Claim Received

Case Number: 50776

Originated Date: 21/02/2026 11:29

Service Level: Standard

Location: Church Road, Ringsfield

Description: Pothole which has caused damage to vehicle - claim to follow

State: Queued

Grid Ref.: 640899 287444

Gully Blocked/Standing Water

Case Type: Gully Blocked/Standing Water

Case Number: 58485

Asset Type: Street

Originated Date: 30/03/2026 09:46

Service Level: Standard

Location: by the black shed and pond

Description: see 40955

State: Outstanding

Grid Ref.: 640786 287911

| | |
|--------------------------|------------------|
| Planned Start Date/Time: | 22/01/2026 |
| Planned End Date: | 22/01/2026 |
| Originated Date/Time: | 09/01/2026 12:09 |
| Ordered Date/Time: | 09/01/2026 13:18 |
| Completed Date/Time: | 22/01/2026 12:26 |
| Order Number: | 298614 |
