

Environmental Information Regulations – Response - 27626

*I would like the following information about Bealings Road Culpho. National Grid Reference TM20820-486-88 what3words address songs.pack.spot
Safety inspections on the road over the last two years*

A – As per attached file named '27626_Report.pdf'.

A log of all repairs on the road over the last two years

A – As per attached file named '27626_Report.pdf'.

A list of all reports about this road for the last two years via the Suffolk Council Highways reporting tool and the community website Fix My Street

*A – SCC does not hold data for 'Fix My Street' this is not a SCC reporting system
Records of reports are as per .pdf file named 27626_Report.*

NSG Ref/Street Name: 38606116 PLAYFORD MOUNT
Dates: 1-7-2024 to 31-1-2026

Defects: HOT,P01B,P02B,P03B,P04B,P05B,P06B,P07B,P08B,P09B,P10B,P11B,P12B,P13B,P14B,P15B,P16B,P17B,P18B,P19B,P20B,P21B,P23B,P24B,P25B,P26B,P27B,P28B,P29B,P30B,P31B,P32B,P33B,P34B,P37B,P38B,P39B,P40B,P41B,P42B,P43B,P44B,P45B,P46B,P47B,P48B,P49B,P50B,P51B,P52B,P53B,P54B,P55B,P56B,P57B,P58B,P59B,P60B,P61B,P62B,P63B,P64B,P65B,P69B,RA1,RA1A,RA1B,RA2,RA2A,RA2B,RB1,RB1A,RB1B,RB2,RB2A,RB2B,RB3,RB4,RC1,RC1A,RC1B,RC2,RC2A,RC2B,RC3,RC4,RD1,RD1A,RD1B,RD2,RD2A,RD2B,RD3,RD3A,RD3B,RD4,RD4A,RD4B,RD5,RD5A,RD5B,RE1,RE1A,RE1B,RE2,RE2A,RE2B,RE3,RE3A,RE3B,RF1,RF1A,RF1B,RF2,RF2A,RF2B,RF3,RF3A,RF3B,RF4,RF4A,RF4B,RG1,RG1A,RG1B,RG2,RG2A,RG2B,RG3,RG3A,RG3B,RH1,RH1A,RH1B,RH2,RH2A,RH2B,RH3,RH3A,RH3B,RH4,RH4A,RH4B,RH5,RH5A,RH5B,RI1,RI1A,RI1B,RI2,RI2A,RI2B,RJ1,RJ1A,RJ1B,RJ2,RJ2A,RJ2B,RJ3,RJ3A,RJ3B,RJ4,RJ6,RJ7,RJ8,RK1,RK1A,RK1B,RK2,RK2A,RK2B,RK3,RK3A,RK3B,RL1,RL1A,RL1B,RL2,RL2A,RL2B,RL3,RL3A,RL3B,RL4B,RL5,RL5A,RL5B,RM1,RM1A,RM1B,RM2,RM2A,RM2B,RM3,RM3A,RM3B,RM4,RM4A,RM4B,RM5A,RM5B,RM6A,RM6B,RN1A,RN2A,RN3A,RN4A,RN5A,RN6A,RO1A,RO2A,RO3A,RO4A,RO5A,RP1,RP1A,RP1B,RP2,RP2A,RP2B,RP3,RP3A,RP3B,RP4,RP4A,RP4B,RP5,RP5A,RP5B,RP6,RP6A,RP6B,RQ1A,RQ1B,RQ2A,RQ2B,RQ3A,RQ4A,RQ5A,RT1,RT2,RT3,RZ1B,W01,W01B,W02,W02B,W03,W03B,W04,W04B,W05,W05B,W06,W06B,W07,W07B,W08,W08B,W09,W09B,XOBB,XOBS

Requests: BRID,CYCL,DBAY,DICO,DRFL,DROP,EMER,ENFO,FLOD,GCUT,GHTW,GRCI,GREE,HIRC,HMRK,INSU,LHB,LIC,LIGH,LORR,NODR,NOVE,OHTB,PAVE,PAVG,POTH,RDWK,ROAD,ROAG,ROAS,ROWM,SAFE,SDRE,SIGN,SLF,SLG,SNGB,SNIG,SNSB,STFR,TRST,WEED,ZCAB,ZFOI,ZSYS

Activities: CSI,FIW,FID

Street Works: INCLUDE

General Maintenance LA Code Details

LA Code:	347669	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	38606116			Unit Name:	CARRIAGEWAY
Address:	PLAYFORD MOUNT PLAYFORD				
Section:	C324/32				
Location:	on crossroads				
Easting:	621323.45	Northing:	248679.69		
Expenditure Code:	ET07532E73	Defect:	RC2B	Cway Defects - Likely 40-100mm	
		Priority:	4	10 Working Days	
		Order No.	287968		
Originated:	16/07/2025				
Selected:	16/07/2025				
Ordered:	16/07/2025				
Completion Due:	16/07/2025				
Start:	23/07/2025				
Completed:	24/07/2025				
Description:	tour of brittian				
SR01 - Defect length and width (specify mm or m)	4.0x0.7m				
SR02 - Defect depth / level difference (mm)	40mm estimated for safety				
SR03 - Position in road / footway / verge	centre c/w				
SR04 - Speed limit (mph)	National				
SR05 - Road width (m)	6.4m				
SR06 - Footway width (m)	na				
SR07 - Regular TM?	No				
SR08 - Available width for TM (m)	3.4m				
SR09 - Marked up on site?	Yes				
SR10 - Volume of traffic / pedestrian movement	Medium				
SR11 - Additional hazards?	on junction				
SR12 - Observations in the work area?	na				
SR13 - Action required	Patch				
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General Maintenance LA Code Details

LA Code:	347670	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	38606116			Unit Name:	CARRIAGEWAY
Address:	PLAYFORD MOUNT PLAYFORD				
Section:	C324/32				
Location:	50 mtrs from crossroads				
Easting:	621379.08	Northing:	248683.49		
Expenditure Code:	ET07532E73	Defect:	RC2B	Cway Defects - Likely 40-100mm	
		Priority:	4	10 Working Days	
		Order No.	287969		
Originated:	16/07/2025				
Selected:	16/07/2025				
Ordered:	16/07/2025				
Completion Due:	16/07/2025				
Start:	31/07/2025				
Completed:	31/07/2025				
Description:	tour of brittian				
SR01 - Defect length and width (specify mm or m)	1.7x0.6m				
SR02 - Defect depth / level difference (mm)	60mm estimated for safety				
SR03 - Position in road / footway / verge	centre c/way				
SR04 - Speed limit (mph)	National				
SR05 - Road width (m)	6.4m				
SR06 - Footway width (m)	na				
SR07 - Regular TM?	No				
SR08 - Available width for TM (m)	3.0m				
SR09 - Marked up on site?	Yes				
SR10 - Volume of traffic / pedestrian movement	Medium				
SR11 - Additional hazards?	near junction				
SR12 - Observations in the work area?	na				
SR13 - Action required	Patch				
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General Maintenance LA Code Details

LA Code:	355769	Stage:	APPROVED	Source:	KEYBOARD
NSG Ref:	38606116			Unit Name:	SIGN
Address:	PLAYFORD MOUNT PLAYFORD				
Section:	C324/32				
Location:	Narrow Section O/S Clematis Cottage				
Easting:	621820.62	Northing:	248674.27		
Expenditure Code:	ET07328E73	Defect:	P59B	LHB	
		Priority:	8	Planned Works	
		Order No.	294991		
Originated:	14/11/2025				
Selected:	14/11/2025				
Ordered:	14/11/2025				
Completion Due:	28/11/2025				
Start:	14/11/2025				
Completed:					
Description:	Scheme Setup - Sign and Road Marking Improvements on Playford Mount, Playford (Priority System Area). Cllr Bryce LHB funded scheme 215 SCC time CR 540921				
LVHI - Low Value High Importance?					

General Maintenance LA Code Details

LA Code:	355770	Stage:	APPROVED	Source:	KEYBOARD
NSG Ref:	38606116			Unit Name:	SIGN
Address:	PLAYFORD MOUNT PLAYFORD				
Section:	C324/32				
Location:	Narrow Section O/S Clematis Cottage				
Easting:	621820.62	Northing:	248674.27		
Expenditure Code:	ET07328E73	Defect:	P59B	LHB	
		Priority:	8	Planned Works	
		Order No.	294991		
Originated:	14/11/2025				
Selected:	14/11/2025				
Ordered:	14/11/2025				
Completion Due:	28/11/2025				
Start:	14/11/2025				
Completed:					
Description:	Cost Estimate - Sign and Road Marking Improvements on Playford Mount, Playford (Priority System Area). Cllr Bryce LHB funded scheme 215 SCC time CR 540921				
LVHI - Low Value High Importance?					

General Maintenance LA Code Details

LA Code:	358481	Stage:	APPROVED	Source:	KEYBOARD
NSG Ref:	38606116			Unit Name:	SIGN
Address:	PLAYFORD MOUNT PLAYFORD				
Section:	C324/32				
Location:	Narrow Section O/S Clematis Cottage				
Easting:	621820.62	Northing:	248674.27		
Expenditure Code:	ET07328E73	Defect:	P59B	LHB	
		Priority:	8	Planned Works	
		Order No.	294991		
Originated:	17/12/2025				
Selected:	17/12/2025				
Ordered:	17/12/2025				
Completion Due:	27/03/2026				
Start:	17/12/2025				
Completed:					
Description:	Construction - Sign and Road Marking Improvements on Playford Mount, Playford (Priority System Area). Cllr Bryce LHB funded scheme 215 SCC time CR 540921				
LVHI - Low Value High Importance?					

General Maintenance LA Code Details

LA Code:	359501	Stage:	APPROVED	Source:	REQUEST-H
NSG Ref:	38606116			Unit Name:	CARRIAGEWAY
Address:	PLAYFORD MOUNT PLAYFORD				
Section:	C324/32				
Location:	Just before stop point opposite side of road to Church Lane.				
Easting:	621794.84	Northing:	248682.93		
Expenditure Code:	ET07532E73	Defect:	RC2B	Cway Defects - Likely 40-100mm	
		Priority:	5	20 Working Days	
		Order No.	298284		

Originated: 06/01/2026

Selected: 06/01/2026

Ordered: 06/01/2026

Completion Due: 06/01/2026

Start: 02/02/2026

Completed: 02/02/2026

Description:

SR01 - Defect length and width (specify mm or m)	0.9 x 0.3
SR02 - Defect depth / level difference (mm)	85mm
SR03 - Position in road / footway / verge	Wheel track
SR04 - Speed limit (mph)	30
SR05 - Road width (m)	4.3
SR06 - Footway width (m)	N
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	3.0
SR09 - Marked up on site?	No
SR10 - Volume of traffic / pedestrian movement	Heavy
SR11 - Additional hazards?	Overheads present , opposite junction
SR12 - Observations in the work area?	N
SR13 - Action required	Patch
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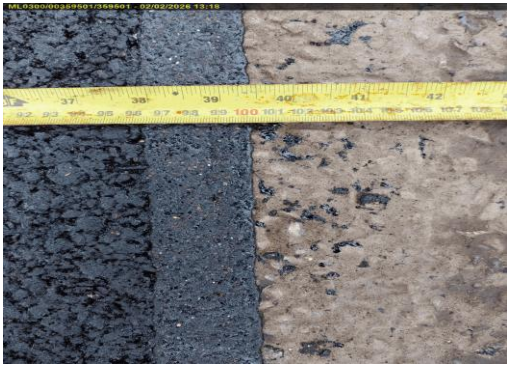
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Customer Report Details

10

CRNO: 480872 NSG Reference: 38606116 Date and Time Recorded: 11/07/2024 14:51
Request Type: Road Safe Speed Mgt Issue Type: Traffic Calming

Customer Details

Name: Cabinet Member - SCC
Address: PLAYFORD MOUNT PLAYFORD
Telephone:
Email:
Contact Type: EMAL

Location of Report

Address: PLAYFORD MOUNT PLAYFORD
Location: Playford C324 - Church Road/Playford Moun
Grid Reference: -

Customer Report Description

Draft response required for Cabinet Member to respond to Elaine Bryce - Reply to CouncillorHighwaysSupport@suffolkhighways.org or T51 I'm more than disappointed to hear this. As you know this is something which I have been pushing for well over a year and for the team to come back now to say that it can't be delivered this year is unacceptable. I fully appreciate the additional pressures brought about by Storm Babet but this was in the system before the storm and flooding. Can you please revisit this with the team as it's essential this is delivered before the end of the financial year. The Parish Council met last week and are pressing for this to take place as a priority given the length of time it's been in the pipeline. Again - not aimed at you but grateful for your support and happy to discuss if easier.

History

Sequence	Recorded Date/Time	Event	Reference	LA Code	Location	Ordered	Due	Completed
1	11/07/2024	14:51	REQUEST-RECORDED					
2	11/07/2024	14:51	CUSTOMER-ADDED					
3	11/07/2024	14:51	ACTION-RECORDED					
4	11/07/2024	14:53	ACTION-CLEARED	Please see attached email from PW and linked report, please could you provide a response to T51 by 16/07/24 thank you				
5	11/07/2024	14:53	EVENT-RECORDED	Please see attached email from PW and linked report, please could you provide a response to T51 by 16/07/24 thank you				
6	11/07/2024	14:53	ACTION-RECORDED	Please see attached email from PW and linked report, please could you provide a response to T51 by 16/07/24 thank you				
7	11/07/2024	14:55	EVENT-RECORDED	Ack to CM				
8	12/07/2024	07:33	ACTION-CLEARED	CM updated as per attached				
9	12/07/2024	07:33	EVENT-RECORDED	CM updated as per attached				
10	12/07/2024	07:33	REQUEST-CLEARED					

Customer Report Details						10
CRNO:	489188	NSG Reference:	38606116	Date and Time Recorded:	13/09/2024	09:05
Request Type:	Signs and Lines	Issue Type:				Sign Obscured/Damage

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	PLAYFORD MOUNT PLAYFORD
Location:	At the bridleway
Grid Reference:	621795.61 - 248685.62

Customer Report Description

Single file traffic sign needed. Cars travelling east do not understand how this road works and it causes chaos and aggravation. Trees and hedges also need cutting back for clearer visibility on the bend

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	13/09/2024	09:05	REQUEST-RECORDED	Thank you for logging a report. Your report reference number is: 00489188 PLAYFORD MOUNT, PLAYFORD Date reported: 13/09/2024 Description: Single file traffic sign needed. Cars travelling eastdo not understand how this road works and it causes chaos and aggravation. Trees and hedges also need cutting back for clearer visability on the bend Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00489188 You can find out more about how we use your personal data by accessing					
2	13/09/2024	09:05	CUSTOMER-ADDED						
3	13/09/2024	09:05	ACTION-RECORDED						
4	13/09/2024	09:06	EVENT-RECORDED						
				Recorded e-mail to Customer					

				our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
5	15/09/2024	14:33	ACTION-CLEARED	Thank you for your contact. We are aware of the signs in the area, and some amendments are required. We are looking to undertake a significant drainage scheme in the area and plan to tie in the sign changes at the same time to make the most of the road closure required and budget. If this is a more pressing concern, then we can re-evaluate timings of the signing element. This element of the work is being supported by your County Coouncillor, Elaine Bryce. Cllr Bryce may be willing to push forward with these works and we are working with her to identify a budget to deliver this separate to the drainage scheme.	
6	15/09/2024	14:33	EVENT-RECORDED	Thank you for your contact. We are aware of the signs in the area, and some amendments are required. We are looking to undertake a significant drainage scheme in the area and plan to tie in the sign changes at the same time to make the most of the road closure required and budget. If this is a more pressing concern, then we can re-evaluate timings of the signing element. This element of the work is being supported by your County Coouncillor, Elaine Bryce. Cllr Bryce may be willing to push forward with these works and we are working with her to identify a budget to deliver this separate to the drainage scheme.	Transfer to Customer Service for Action
7	15/09/2024	14:33	ACTION-RECORDED	Thank you for your contact. We are aware of the signs in the area, and some amendments are required. We are looking to undertake a significant drainage scheme in the area and plan to tie in the sign changes at the same time to make the most of the road closure required and budget. If this is a more pressing concern, then we can re-evaluate timings of the signing element. This element of the work is being supported by your County Coouncillor, Elaine Bryce. Cllr Bryce may be willing to push forward with these works and we are working with her to identify a budget to deliver this separate to the drainage scheme.	
8	16/09/2024	08:54	ACTION-CLEARED	Sent via noreply email	
9	16/09/2024	08:54	EVENT-RECORDED	Sent via noreply email	Suffolk Highways Updated Customer

Customer Report Details						9
CRNO:	495312	NSG Reference:	38606116	Date and Time Recorded:	04/11/2024	11:56
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	Cllr Colin Hedgley
Address:	PLAYFORD MOUNT PLAYFORD
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	PLAYFORD MOUNT PLAYFORD
Location:	C324 Outside Playford Grange, alongside fence, facing west
Grid Reference:	622136.88 - 248613.59

Customer Report Description

Road edge badly damaged C324 facing west left hand side. Road on a bend such that traffic tends towards the edge so making the situation worse

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	04/11/2024	11:56	REQUEST-RECORDED					
2	04/11/2024	11:56	CUSTOMER-ADDED					
3	04/11/2024	11:56	ACTION-RECORDED					
4	04/11/2024	11:56	EVENT-RECORDED					
Thank you for logging a report. Your report reference number is: 00495312 PLAYFORD MOUNT, PLAYFORD Date reported: 04/11/2024 Description: Road edge badly damaged C324 facing west left hand side. Road on a bend such that traffic tends towards the edge so making the situation worse Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00495312 You can find out more about how we use your personal data by accessingour privacy notice which is available on our website at the link below:								
				Recorded e-mail to Customer				

<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk
County Council

Thank you for logging a report. Your report reference number is: 00495312

PLAYFORD MOUNT, PLAYFORD Date reported: 04/11/2024 Description: Road edge badly damaged C324 facing west left hand side. Road on a bend such that traffic tends towards the edge so making the situation worse Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 20 working days. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution.

Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: <http://www.suffolk.gov.uk/roads-and-transport/>

If you wish to track progress of your report, please use the following link: <https://highwaysreporting.suffolk.gov.uk/?id=00495312>

You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: <https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/>

Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: <https://www.suffolk.gov.uk/about/contact-us/>

324001	on C324 on LHS facing East. Fairly close to a telegraph pole.	28/10/2024	28/10/2024	21/11/2024
324001	on C324 on LHS facing East. Fairly close to a telegraph pole.	28/10/2024	28/10/2024	21/11/2024

				Kind regards, Customer Service Suffolk County Council					
8	21/11/2024	11:27	LA-COMPLETED	324001	on C324 on LHS facing East. Fairly close to a telegraph pole.	28/10/2024	28/10/2024	21/11/2024	
9	21/11/2024	19:15	REQUEST-CLEARED						
Customer Supplied Photograph				https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2024-11/f1d210ed-c5e8-4d3c-8f1d-36a4ec9f17f3.jpeg					

Customer Report Details

13

CRNO:497110NSG Reference:38606116Date and Time Recorded:21/11/202410:29

Request Type:Roadworks - Customer SIssue Type:Roadworks

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type:WEB

Location of Report

Address:PLAYFORD MOUNT PLAYFORD

Location:Playford Mount

Grid Reference:622093.52-248608.12

Customer Report Description

Further information

History

Sequence	Recorded	Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
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1	21/11/2024	10:29	REQUEST-RECORDED						
2	21/11/2024	10:29	CUSTOMER-ADDED						
3	21/11/2024	10:29	ACTION-RECORDED						
4	21/11/2024	10:30	ACTION-CLEARED	Email receiev					
5	21/11/2024	10:30	EVENT-RECORDED	d from customer, Please see attatched	Transfer to Network Assurance				
6	21/11/2024	10:30	ACTION-RECORDED	Email receiev					
7	21/11/2024	10:34	EVENT-RECORDED	d from customer, Please see attatched	Recorded e-mail to Customer				

				id=00497110 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
8	26/11/2024	09:05	ACTION-CLEARED	Good morning, Thank you for your customer report. I am the Network Coordinator within Network Assurance, and I have been asked to investigate this matter. Please see below response in which I hope to answer your concerns. We have provided the details of this issue to City Fibre to investigate internally. Thankyou for bringing this to our attention. We have provided City Fibres contact details below should you wish to contact them regarding this issue. Permit reference: KG078BDUKIPS-2-PN153-09 Contact Number: 0800 083 6160 Kind Regards, [REDACTED] Network Coordinator Network Assurance	
9	26/11/2024	09:05	EVENT-RECORDED	Good morning, Thank you for your customer report. I am the Network Coordinator within Network Assurance, and I have been asked to investigate this matter. Please see below response in which I hope to answer your concerns. We have provided the details of this issue to City Fibre to investigate internally. Thankyou for bringing this to our attention. We have provided City Fibres contact details below should you wish to contact them regarding this issue. Permit reference: KG078BDUKIPS-2-PN153-09 Contact Number: 0800 083 6160 Kind Regards, [REDACTED] Network Coordinator Network Assurance	Transfer to Customer Service for Action
10	26/11/2024	09:05	ACTION-RECORDED	Good morning, Thank you for your customer report. I am the Network Coordinator within Network Assurance, and I have been asked to investigate this matter. Please see below response in which I hope to answer your concerns. We have provided the details of this issue to City Fibre to investigate internally. Thankyou for bringing this to our attention. We have provided City Fibres contact details below should you wish to contact them regarding this issue. Permit reference: KG078BDUKIPS-2-PN153-09 Contact Number: 0800 083 6160 Kind Regards, [REDACTED] Network	

11	26/11/2024	09:53	ACTION-CLEARED	Coordinator Network Assurance Sent from NR	
12	26/11/2024	09:53	EVENT-RECORDED	Sent from NR	Suffolk Highways Updated Customer
13	26/11/2024	09:53	REQUEST-CLEARED		

Customer Report Details						22
CRNO:	504019	NSG Reference:	38606116	Date and Time Recorded:	23/01/2025	11:13
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	PLAYFORD MOUNT PLAYFORD
Location:	What3Words ///arrive.precautions.aims Between Holly Lane and Church Rd
Grid Reference:	621732.20 - 248682.47

Customer Report Description

Multiple potholes at the edges of the road particularly on the left hand side heading towards Tuddenham. With the road being narrow it can be difficult for two vehicles to pass without hitting them. Quite large and could potentially cause damage.

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location	Ordered	Due	Completed
1	23/01/2025	11:13	REQUEST-RECORDED							
2	23/01/2025	11:13	CUSTOMER-ADDED							
3	23/01/2025	11:13	ACTION-RECORDED							
4	23/01/2025	11:13	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00504019 PLAYFORD MOUNT, PLAYFORD Date reported: 23/01/2025 Description: Multiple potholes at the edges of the road particularly on the left hand side heading towards Tuddenham. With the road being narrow it can be difficult for two vehicles to pass without hitting them. Quite large and could potentially cause damage. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00504019 You can find out more about	Recorded e-mail to Customer					

				how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
5	31/01/2025	13:21	ACTION-CLEARED		
6	31/01/2025	13:21	EVENT-RECORDED		HAO Site Visit Scheduled
7	31/01/2025	13:21	STD-INSPECTION		
8	03/02/2025	11:16	INSPECT-CLEARED	Verge overrun	
9	03/02/2025	11:16	EVENT-RECORDED	Verge overrun	Not at Intervention Level
10	03/02/2025	11:16	REQUEST-CLEARED		
11	03/02/2025	11:16	EVENT-RECORDED	C01 - Added to Inspection Programme Thank you for logging a report. Your report reference number is: 00504019 PLAYFORD MOUNT, PLAYFORD Date reported: 23/01/2025 Description: Multiple potholes at the edges of the road particularly on the left hand side heading towards Tuddenham. With the road being narrow it can be difficult for two vehicles to pass without hitting them. Quite large and could potentially cause damage. Thank you for contacting us about this issue. We have visited the location of your report and assessed against Suffolk County Council's Highway Maintenance Operational Plan (HMOP). Unfortunately, at this time we are unable to take further action as this does not meet our intervention criteria. We will, however, continue to monitor the location as part of our routine inspections.

 We receive thousands of highway-related reports each month, with significantly increased demand in winter months. We assess each and every report and when appropriate, repair or rectify the reported issue. While we would like to resolve every problem as soon as it is identified, financial and practical considerations mean that we must prioritise our work, with a riskassessment based upon location, road category and severity of the possible defect. Broadly we repair/replace:
 Potholes - that are 40mm or deeper.
 Footways - holes when they are 20mm or deeper and trips when 20mm or higher.
 Road signs - when mandatory signs are obstructed or missing. Others are	Clearance e-mail to Customer

prioritised; 1. Warning signs not included in HMOP, 2. Signs associated with Traffic Regulation Orders, 3. Directional Signs 4. Information Signs
 Road markings - Priority and safety markings, yellow parking lines.

 Should you wish to find out more about the HMOP and our intervention criteria go to https://www.suffolk.gov.uk/roads-and-transport/highway-maintenance/highway-asset-management/highway-maintenance-operational-plan/ This has matrices that indicate the appropriate minimum response for each type of defect. Information about how our services are organised and managed can be found on our website at the link below: <http://www.suffolk.gov.uk/roads-and-transport/> If you wish to track progress of your report, please use the following link: <https://highwaysreporting.suffolk.gov.uk/?id=00504019> You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: <https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: <https://www.suffolk.gov.uk/about/contact-us/> Kind regards, Customer Service Suffolk County Council

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Photo



1	23/01/2025	11:13	REQUEST-RECORDED
2	23/01/2025	11:13	CUSTOMER-ADDED
3	23/01/2025	11:13	ACTION-RECORDED

4	23/01/2025	11:13	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00504019 PLAYFORD MOUNT, PLAYFORD Date reported: 23/01/2025 Description: Multiple potholes at the edges of the road particularly on the left hand side heading towards Tuddenham. With the road being narrow it can be difficult for two vehicles to pass without hitting them. Quite large and could potentially cause damage. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/. If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00504019 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	Recorded e-mail to Customer
5	31/01/2025	13:21	ACTION-CLEARED		
6	31/01/2025	13:21	EVENT-RECORDED		HAO Site Visit Scheduled
7	31/01/2025	13:21	STD-INSPECTION		
8	03/02/2025	11:16	INSPECT-CLEARED	Verge overrun	
9	03/02/2025	11:16	EVENT-RECORDED	Verge overrun	Not at Intervention Level
10	03/02/2025	11:16	REQUEST-CLEARED		
11	03/02/2025	11:16	EVENT-RECORDED	C01 - Added to Inspection Programme Thank you for logging a report. Your report reference number is: 00504019 PLAYFORD MOUNT, PLAYFORD Date reported: 23/01/2025 Description: Multiple potholes at the edges of the road particularly on the left hand side heading towards Tuddenham. With the road being narrow it can be difficult for two vehicles to pass without hitting them. Quite large and could potentially cause damage. Thank you for contacting us about this issue.	Clearance e-mail to Customer

We have visited the location of your report and assessed against Suffolk County Council's Highway Maintenance Operational Plan (HMOP). Unfortunately, at this time we are unable to take further action as this does not meet our intervention criteria. We will, however, continue to monitor the location as part of our routine inspections.

We receive thousands of highway-related reports each month, with significantly increased demand in winter months. We assess each and every report and when appropriate, repair or rectify the reported issue. While we would like to resolve every problem as soon as it is identified, financial and practical considerations mean that we must prioritise our work, with a risk assessment based upon location, road category and severity of the possible defect. Broadly we repair/replace:

- Potholes - that are 40mm or deeper.
- Footways - holes when they are 20mm or deeper and trips when 20mm or higher.
- Road signs - when mandatory signs are obstructed or missing. Others are prioritised; 1. Warning signs not included in HMOP, 2. Signs associated with Traffic Regulation Orders, 3. Directional Signs 4. Information Signs
- Road markings - Priority and safety markings, yellow parking lines.

Should you wish to find out more about the HMOP and our intervention criteria go to <https://www.suffolk.gov.uk/roads-and-transport/highway-maintenance/highway-asset-management/highway-maintenance-operational-plan> This has matrices that indicate the appropriate minimum response for each type of defect. Information about how our services are organised and managed can be found on our website at the link below: <http://www.suffolk.gov.uk/roads-and-transport/> If you wish to track progress of your report, please use the following link: <https://highwaysreporting.suffolk.gov.uk/?id=00504019> You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: <https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the

Photo



link below:

<https://www.suffolk.gov.uk/about/contact-us/>

Kind regards, Customer Service Suffolk

County Council

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Customer Report Details						13
CRNO:	515853	NSG Reference:	38606116	Date and Time Recorded:	03/04/2025	16:13
Request Type:	Signs and Lines			Issue Type:	Sign Obscured/Damage	

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type: WEB

Location of Report

Address: PLAYFORD MOUNT PLAYFORD

Location: From Tuddenham before Boot Street, Great Bealings

Grid Reference: 621653.16 - 248682.23

Customer Report Description

There should be a priority over oncoming vehicles traffic road sign as you go into Great Bealings from Ipswich when you get to a very narrow bit of road before Boot Street. This has been missing for months. Please can this be replaced.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	03/04/2025	16:13	REQUEST-RECORDED						
2	03/04/2025	16:13	CUSTOMER-ADDED						
3	03/04/2025	16:13	ACTION-RECORDED						
4	03/04/2025	16:13	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00515853 PLAYFORD MOUNT, PLAYFORD Date reported: 03/04/2025 Description: There should be a priority over oncoming vehicles traffic road sign as you go into Great Bealings from Ipswich when you get to a very narrow bit of road before Boot Street. This has been missing for months. Please can this be replaced. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?				Recorded e-mail to Customer	

				id=00515853 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
5	03/04/2025	18:43	ACTION-CLEARED	Please can you look into this i believe you were doing somthing regarding this ?	Transfer to Community Liaison Engineer
6	03/04/2025	18:43	EVENT-RECORDED	Please can you look into this i believe you were doing somthing regarding this ?	
7	03/04/2025	18:43	ACTION-RECORDED	Please can you look into this i believe you were doing somthing regarding this ?	
8	10/04/2025	08:58	ACTION-CLEARED	Please update customer with the below : Thank you for your recent contact regarding the priority system in this location. Road users travelling west bound are told via the existing signs to give-way to oncoming traffic, alongside give way road markings on the road. Therefore, they should not be progressing unless the road is clear. Some vehicles no doubt try to do this, due to their impatience. For east bound traffic, this vehicles have priority, and we believe that a sign is missing in this location. Regardless, vehicles have priority and vehicles west bound are informed to givethem priority, so the system should still be functional. Unfortunately, the priority signs are not mandatory signs, and Highways do not have funding to replace such signs. We have been in liaison previously with Cllr Bryce and have suggested some imprvement options in this area to enhance the road markings and road signs. We would suggest raising this issue with your County Councillor Bryce, and our Cllr may be prepared to fund the improvement scheme via her dedicated highways budget. We would closely with the Cllr, and can also promote this from our end.	
9	10/04/2025	08:58	EVENT-RECORDED	Please update customer with the below : Thank you for your recent contact regarding the priority system in this location. Road users travelling west bound are told via the existing signs to give-way to oncoming traffic, alongside give way road markings on the road. Therefore, they should not be progressing unless the road is clear. Some vehicles no doubt try to do this, due to their impatience. For east bound traffic, this	Transfer to Customer Service for Action

				vehicles have priority, and we believe that a sign is missing in this location. Regardless, vehicles have priority and vehicles west bound are informed to give them priority, so the system should still be functional. Unfortunately, the priority signs are not mandatory signs, and Highways do not have funding to replace such signs. We have been in liaison previously with Cllr Bryce and have suggested some improvement options in this area to enhance the road markings and road signs. We would suggest raising this issue with your County Councillor Bryce, and our Cllr may be prepared to fund the improvement scheme via her dedicated highways budget. We would closely with the Cllr, and can also promote this from our end.	
10	10/04/2025	08:58	ACTION-RECORDED	Please update customer with the below : Thank you for your recent contact regarding the priority system in this location. Road users travelling west bound are told via the existing signs to give-way to oncoming traffic, alongside give way road markings on the road. Therefore, they should not be progressing unless the road is clear. Some vehicles no doubt try to do this, due to their impatience. For east bound traffic, this vehicles have priority, and we believe that a sign is missing in this location. Regardless, vehicles have priority and vehicles west bound are informed to give them priority, so the system should still be functional. Unfortunately, the priority signs are not mandatory signs, and Highways do not have funding to replace such signs. We have been in liaison previously with Cllr Bryce and have suggested some improvement options in this area to enhance the road markings and road signs. We would suggest raising this issue with your County Councillor Bryce, and our Cllr may be prepared to fund the improvement scheme via her dedicated highways budget. We would closely with the Cllr, and can also promote this from our end.	
11	10/04/2025	11:11	ACTION-CLEARED	Sent via noreply email	Suffolk Highways Updated Customer
12	10/04/2025	11:11	EVENT-RECORDED	Sent via noreply email	
13	10/04/2025	11:11	REQUEST-CLEARED		

Customer Report Details						13
CRNO:	538869	NSG Reference:	38606116	Date and Time Recorded:	23/10/2025	19:52
Request Type:	Signs and Lines			Issue Type:	Sign Obscured/Damage	

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	PLAYFORD MOUNT PLAYFORD
Location:	Heading towards woodbridge. At the junction of church road. Needs sign
Grid Reference:	621793.59 - 248677.23

Customer Report Description

Give way to oncoming traffic Single track No signs. Have been missing for some time. Reported previously. Causes arguments daily!!

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	23/10/2025	19:52	REQUEST-RECORDED						
2	23/10/2025	19:52	CUSTOMER-ADDED						
3	23/10/2025	19:52	ACTION-RECORDED						
4	23/10/2025	19:52	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00538869 PLAYFORD MOUNT, PLAYFORD Date reported: 23/10/2025 Description: Give way to oncoming traffic Single track No signs. Have been missing for some time. Reported previously. Causes arguments daily!! Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00538869 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:	Recorded e-mail to Customer				

				https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
5	24/10/2025	08:31	ACTION-CLEARED	Hi [REDACTED] you were previously looking in to getting this sign replaced is there any update for this as it isnt HMOP thanks.	
6	24/10/2025	08:31	EVENT-RECORDED	Hi [REDACTED] you were previously looking in to getting this sign replaced is there any update for this as it isnt HMOP thanks.	Transfer to Community Liaison Engineer
7	24/10/2025	08:31	ACTION-RECORDED	Hi [REDACTED] you were previously looking in to getting this sign replaced is there any update for this as it isnt HMOP thanks.	
8	24/10/2025	08:34	ACTION-CLEARED	Thank you for your contact regarding the signs at Playford. We are aware of the nature of this section of road, and some drivers may choose to ignore the signs in place, giving priority to approaching traffic. We have been working with the County Councillor to provide an enhancement here, and this currently sits with the Cllr, Cllr Bryce. We would advise contacting both your Parish Council and Cllr Bryce regarding this issue to lend your thoughts and support, and this is something that could be implemented.	
9	24/10/2025	08:34	EVENT-RECORDED	Thank you for your contact regarding the signs at Playford. We are aware of the nature of this section of road, and some drivers may choose to ignore the signs in place, giving priority to approaching traffic. We have been working with the County Councillor to provide an enhancement here, and this currently sits with the Cllr, Cllr Bryce. We would advise contacting both your Parish Council and Cllr Bryce regarding this issue to lend your thoughts and support, and this is something that could be implemented.	Transfer to Customer Service for Action
10	24/10/2025	08:34	ACTION-RECORDED	Thank you for your contact regarding the signs at Playford. We are aware of the nature of this section of road, and some drivers may choose to ignore the signs in place, giving priority to approaching traffic. We have been working with the County Councillor to provide an enhancement here, and this currently sits with the Cllr, Cllr Bryce. We would advise contacting both your Parish Council and Cllr Bryce regarding this issue to lend your thoughts and support, and this is something that could be implemented.	
11	24/10/2025	15:41	ACTION-CLEARED	Sent via no reply	
12	24/10/2025	15:41	EVENT-RECORDED	Sent via no reply	Suffolk Highways Updated

13 24/10/2025 15:41 REQUEST-CLEARED

Customer

Customer Report Details

6

CRNO:540921NSG Reference:38606116Date and Time Recorded:14/11/202509:13

Request Type:Road Safe Speed MgtIssue Type:Safety Concerns

Customer Details

Name:Elaine Bryce

Address:PLAYFORD MOUNT PLAYFORD

Telephone:

Email:elaine.bryce@suffolk.gov.uk

Contact Type:

Location of Report

Address:PLAYFORD MOUNT PLAYFORD

Location:

Grid Reference:621880.73-248660.53

Customer Report Description

Signs missing as highlighted by Cllr Bryce verbally

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	14/11/2025	09:13	REQUEST-RECORDED						
2	14/11/2025	09:13	CUSTOMER-ADDED						
3	14/11/2025	09:13	ACTION-RECORDED						
4	14/11/2025	09:13	EVENT-RECORDED	Works pack being put together for LHB funded scheme	Internal Note				
5	17/12/2025	14:41	EVENT-RECORDED	Message received on LA Code email L.A.Code: 00358481 - Please update the Cllr that an order for works (ref LA 358481) has been raised, and will be scheduled to be completed on or before: 27/03/2026 these are Sign and Road Marking Improvements on Playford Mount, Playford (Priority System Area).	Internal Note				
6	17/12/2025	14:44	EVENT-RECORDED	Update to Cllr – Works have been ordered – SLA due date 27/03/2026	Suffolk Highways Updated Customer				

Customer Report Details

11

CRNO:542782NSG Reference:38606116Date and Time Recorded:27/11/202510:34

Request Type:VegetationIssue Type:Overhang Tree/Hedge

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type:WEB

Location of Report

Address:PLAYFORD MOUNT PLAYFORD

Location:Opposite Playford Mount, Gt Bealings

Grid Reference:622174.14-248626.61

Customer Report Description

Dead tree branch sticking out into road. Very dangerous

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	27/11/2025	10:34	REQUEST-RECORDED					
2	27/11/2025	10:34	CUSTOMER-ADDED					
3	27/11/2025	10:34	ACTION-RECORDED					
4	27/11/2025	10:34	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00542782	PLAYFORD MOUNT, PLAYFORD	Recorded e-mail to Customer		
				Date reported: 27/11/2025 Description: Dead tree branch sticking out into road. Very dangerous Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00542782 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directora				

				te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
5	28/11/2025	15:51	ACTION-CLEARED		
6	28/11/2025	15:51	EVENT-RECORDED		HAO Site Visit Scheduled
7	28/11/2025	15:51	STD-INSPECTION		
8	01/12/2025	10:14	INSPECT-CLEARED	Clear no issues	
9	01/12/2025	10:14	EVENT-RECORDED	Clear no issues	Not at Intervention Level
10	01/12/2025	10:14	REQUEST-CLEARED		
11	01/12/2025	10:15	EVENT-RECORDED	C01 - Added to Inspection Programme Thank you for logging a report. Your report reference number is: 00542782 PLAYFORD MOUNT, PLAYFORD Date reported: 27/11/2025 Description: Dead tree branchsticking out into road. Very dangerous Thank you for contacting us about this issue. We have visited the location of your report and assessed against Suffolk County Council's Highway Maintenance Operational Plan (HMOP). Unfortunately, at this time we are unable to take further action as this does not meet our intervention criteria. We will, however, continue to monitor the location as part of our routine inspections.

 We receive thousands of highway-related reports each month, with significantly increased demand in winter months. We assess each and every report and when appropriate, repair or rectify the reported issue. While we would like to resolve every problem as soon as it is identified, financial and practical considerations mean that we must prioritise our work, with a risk assessment based upon location, road category and severity of the possible defect. Broadly we repair/replace:
 Potholes - that are 40mm or deeper.
 Footways - holes when they are 20mm or deeper and trips when 20mm or higher.
 Road signs - when mandatory signs are obstructed or missing. Others are prioritised; 1. Warning signs not included in HMOP, 2. Signs associatedwith Traffic Regulation Orders, 3. Directional Signs 4. Information Signs
 Road markings - Priority and safety markings, yellow parking lines.

 Should you wish to find out more about the HMOP and our intervention criteria go to <a href="https://www.suffolk.gov.uk/roads-and-tra	Clearance e-mail to Customer

nsport/highway-maintenance/highway-asset-management/highway-maintenance-operational-plan/"

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

This has matrices that indicate the appropriate minimum response for each type of defect. Information about how our services are organised and managed can be found on our website at the link below:

<http://www.suffolk.gov.uk/roads-and-transport/>

If you wishto track progress of your report, please use the following link:

<https://highwaysreporting.suffolk.gov.uk/?id=00542782>

You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:

<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/>

Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:

<https://www.suffolk.gov.uk/about/contact-us/>

Kind regards, Customer Service Suffolk County Council

\\gyr-data-014\DOC_SUFF_LIVE\Objects\SF\SERV_K\2025_11\000542782_0001.jpg

Photo



Customer Report Details

12

CRNO: 544829 NSG Reference: 38606116 Date and Time Recorded: 11/12/2025 19:35
Request Type: Pothole Issue Type: Pothole

Customer Details

Name: 
Address: 
Telephone: 
Email: 
Contact Type: WEB

Location of Report

Address: PLAYFORD MOUNT PLAYFORD
Location: l//bounty.juror.pepper
Grid Reference: 621443.39 - 248740.09

Customer Report Description

Massive potholes, deep enough to burst 2 tyres.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	11/12/2025 19:35	REQUEST-RECORDED						
2	11/12/2025 19:35	CUSTOMER-ADDED						
3	11/12/2025 19:35	ACTION-RECORDED						
4	11/12/2025 19:35	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00544829 PLAYFORD MOUNT, PLAYFORD Date reported: 11/12/2025 Description: Massive potholes, deep enough to burst 2 tyres. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00544829 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directora					
			Recorded e-mail to Customer					

				te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council							
5	12/12/2025	07:33	ACTION-CLEARED								
6	12/12/2025	07:33	EVENT-RECORDED								
					HAO Site Visit Scheduled						
7	12/12/2025	07:33	STD-INSPECTION								
8	15/12/2025	11:13	INSPECT-CLEARED			358150	just passed farrows end drive	15/12/2025	15/12/2025	12/01/2026	
9	15/12/2025	11:13	LA-LINKED			358150	just passed farrows end drive	15/12/2025	15/12/2025	12/01/2026	
10	15/12/2025	11:13	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00544829 PLAYFORD MOUNT, PLAYFORD Date reported: 11/12/2025 Description: Massive potholes, deep enough to burst 2 tyres. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 8 calendar weeks. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00544829 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk	Ordered e-mail to Customer						

11	14/01/2026	14:22	LA-COMPLETED	County Council	358150	just passed farrows end drive	15/12/2025	15/12/2025	12/01/2026
12	14/01/2026	19:15	REQUEST-CLEARED						

Customer Report Details						13
CRNO:	544945	NSG Reference:	38606116	Date and Time Recorded:	12/12/2025	15:47
Request Type:	Signs and Lines	Issue Type:				Sign Obscured/Damage

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	PLAYFORD MOUNT PLAYFORD
Location:	Bealings Road (by turning to Playford Church) One end of single lane
Grid Reference:	621803.23 - 248682.94

Customer Report Description

There is a small stretch of road here which is a single lane for flow in one direction only with traffic giving way to the flow coming FROM Ipswich however the sign has been missing from one end forsome time and on an almost daily basis it causes problems, delays and near misses.

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	12/12/2025	15:47	REQUEST-RECORDED								
2	12/12/2025	15:47	CUSTOMER-ADDED								
3	12/12/2025	15:47	ACTION-RECORDED								
4	12/12/2025	15:47	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00544945 PLAYFORD MOUNT, PLAYFORD Date reported: 12/12/2025 Description: There is a small stretch of road here which is a single lane for flow in one direction only with traffic giving way to the flow coming FROM Ipswich however the sign has been missing from one end for some time and on an almost daily basis it causes problems, delays and near misses. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link:	Recorded e-mail to Customer						

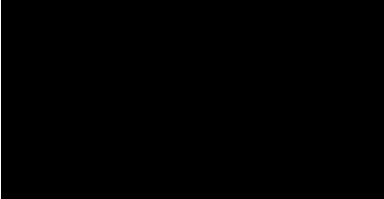
				https://highwaysreporting.suffolk.gov.uk/?id=00544945 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
5	14/12/2025	14:22	ACTION-CLEARED	Hi [REDACTED] can you advise the customer regarding this issue ?	
6	14/12/2025	14:22	EVENT-RECORDED	Hi [REDACTED] can you advise the customer regarding this issue ?	Transfer to Community Liaison Engineer
7	14/12/2025	14:22	ACTION-RECORDED	Hi [REDACTED] can you advise the customer regarding this issue ?	
8	15/12/2025	08:52	ACTION-CLEARED	Thank you for highlighting this issue. Suffolk Highways are aware of the situation, and we are shortly ordering works for some road marking and road sign enhancements to make the situation clearer. Currently, signs are in place for westbound traffic to give-way, however this will be further enhanced, with additional signs added for eastbound traffic. These works will take place in the new year. Thank you for highlighting this and your contact.	
9	15/12/2025	08:52	EVENT-RECORDED	Thank you for highlighting this issue. Suffolk Highways are aware of the situation, and we are shortly ordering works for some road marking and road sign enhancements to make the situation clearer. Currently, signs are in place for westbound traffic to give-way, however this will be further enhanced, with additional signs added for eastbound traffic. These works will take place in the new year. Thank you for highlighting this and your contact.	Transfer to Customer Service for Action
10	15/12/2025	08:52	ACTION-RECORDED	Thank you for highlighting this issue. Suffolk Highways are aware of the situation, and we are shortly ordering works for some road marking and road sign enhancements to make the situation clearer. Currently, signs are in place for westbound traffic to give-way, however this will be further enhanced, with additional signs added for eastbound traffic. These works will take place in the new year. Thank you for highlighting this and your contact.	
11	16/12/2025	11:56	ACTION-CLEARED	Sent from noreply@suffolk.gov.uk	
12	16/12/2025	11:56	EVENT-RECORDED	Sent from noreply@suffolk.gov.uk	Suffolk Highways Updated

Customer Supplied Photograph

<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2025-12/5dd4e159-16fe-44ac-a9ea-4cf9e4ca17ac.jpeg>

Customer Report Details						13
CRNO:	546901	NSG Reference:	38606116	Date and Time Recorded:	05/01/2026	19:13
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	PLAYFORD MOUNT PLAYFORD
Location:	Just before stop point opposite side of road to Church Lane.
Grid Reference:	621794.84 - 248682.93

Customer Report Description

Pot hole size of a dinner plate, just before bridleway, in the road where you stop to give way. Unavoidable. Too dangerous to stop and take a photo.

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	05/01/2026	19:13	REQUEST-RECORDED								
2	05/01/2026	19:13	CUSTOMER-ADDED								
3	05/01/2026	19:13	ACTION-RECORDED								
4	05/01/2026	19:13	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00546901 PLAYFORD MOUNT, PLAYFORD Date reported: 05/01/2026 Description: Pot hole size of a dinner plate, just before bridleway, in the road where you stop to give way. Unavoidable. Too dangerous to stop and take a photo. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00546901 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:	Recorded e-mail to Customer						

				https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	06/01/2026	06:07	ACTION-CLEARED							
6	06/01/2026	06:07	EVENT-RECORDED							
7	06/01/2026	06:07	STD-INSPECTION							
8	06/01/2026	10:51	INSPECT-CLEARED							
9	06/01/2026	10:51	EVENT-RECORDED							
					HAO Site Visit Scheduled					
					Mobile Device Inspection Performed					
10	06/01/2026	10:51	LA-CREATED			359501	Just before stop point opposite side of road to Church Lane.	06/01/2026	06/01/2026	02/02/2026
11	06/01/2026	10:51				359501	Just before stop point opposite side of road to Church Lane.	06/01/2026	06/01/2026	02/02/2026
12	06/01/2026	10:51	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00546901 PLAYFORD MOUNT, PLAYFORD Date reported: 05/01/2026 Description: Pot hole size of a dinner plate, just before bridleway, in the road where you stop to give way. Unavoidable. Too dangerous to stop and take a photo. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 20 working days. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00546901 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/	Ordered e-mail to Customer					

e/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:
<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk County Council

13	02/02/2026	13:47	LA-COMPLETED	359501	Just before stop point opposite side of road to Church Lane.	06/01/2026	06/01/2026	02/02/2026
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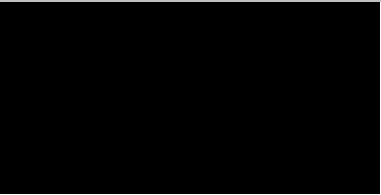
Customer Report Details

7

CRNO: 550001 NSG Reference: 38606116 Date and Time Recorded: 17/01/2026 10:38
Request Type: Pothole Issue Type: Pothole

Customer Details

Name:
Address:
Telephone:
Email:
Contact Type: WEB



Location of Report

Address: PLAYFORD MOUNT PLAYFORD
Location: Entire length to give way point . Very deep and damaging.
Grid Reference: 622167.67 - 248620.24

Customer Report Description

Previous report 546898 says works were completed on 14/01 yet nothing appears to have been done. Multiple pot holes entire length adjacent to houses/verges.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	17/01/2026 10:38	REQUEST-RECORDED						
2	17/01/2026 10:38	CUSTOMER-ADDED						
3	17/01/2026 10:38	ACTION-RECORDED						
4	17/01/2026 10:38	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00550001 PLAYFORD MOUNT, PLAYFORD Date reported: 17/01/2026 Description: Previous report 546898 says works were completed on 14/01 yet nothing appears to have been done. Multiple pot holes entire length adjacent to houses/verges. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00550001 You can find out more about how we use your personal data by accessing our privacy notice which is available on our					
			Recorded e-mail to Customer					

website at the link below:
<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:
<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk County Council

5	23/01/2026	10:50	ACTION-CLEARED
6	23/01/2026	10:50	EVENT-RECORDED
7	23/01/2026	10:50	STD-INSPECTION

HAO Site Visit
Scheduled

3

Date and Time Recorded: 26/01/2026 17:40

Contact Type:	WEB
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Grid Reference: 621780.55 - 248690.93

Sequence	Recorded Date/Time	Event	Reference	LA Code	Location	Ordered	Due	Completed
1	26/01/2026	17:40	REQUEST-RECORDED					
2	26/01/2026	17:40	CUSTOMER-ADDED					
3	26/01/2026	17:40	ACTION-RECORDED					
4	26/01/2026	17:40	EVENT-RECORDED	Hello, Your report reference number is: 00552645 Address, Parish: PLAYFORD MOUNT, PLAYFORD Date reported: 26/01/2026 Description: Huge pothole around 70mm deep, unavoidable with oncoming traffic, was also full of water, completely bust my tyre and needed new wheel at £95.
Very unsafe place to stop and impossible to change a wheel in such a dangerous spot!
I can dsee this was reported previously when it was the size of a dinner plate, it is now HUGE and very dangerous, especially to bikers, lucky i was in a car but still bust my wheel completely! Thank you for taking the time to contact us. We will investigate your report and, if required, may contact you to clarify the information you have provided to help us decide on any action that may need to be taken. Ifthere are any urgent health and safety matters that relate to the report, these will be given priority. Kind regards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from	Recorded e-mail to Customer			

				an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transport/ View existing highways reports - https://highwaysreporting.suffolk.gov.uk Contact us - mailto:customer.service@suffolk.gov.uk Follow us on social media - https://www.suffolk.gov.uk/about/our-website-and-social-media/social-media Find out more about how we use your personal data by accessing our privacy notice https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice						
5	27/01/2026	08:10	ACTION-CLEARED			359501	Just before stop point opposite side of road to Church Lane.	06/01/2026	06/01/2026	02/02/2026
6	27/01/2026	08:10	LA-LINKED			359501	Just before stop point opposite side of road to Church Lane.	06/01/2026	06/01/2026	02/02/2026
7	27/01/2026	08:10	EVENT-RECORDED	Hello, Your report reference number is: 00552645 Address, Parish: PLAYFORD MOUNT, PLAYFORD Date reported: 26/01/2026 Description: Huge pothole around 70mm deep, unavoidable with oncoming traffic, was also full of water, completely bust my tyre and needed new wheel at £95.
Very unsafe place to stop and impossible to change a wheel in such a dangerous spot!
I can dsee this was reported previously when it was the size of a dinner plate, it is now HUGE and very dangerous, especially to bikers, lucky i was in a car but still bust my wheel completely! We'd like to give youan update on the report you recently raised with us, we've scheduled a repair and expect the work to be completed within 20 working days.

 Whilst we always try to action permanent repairson our first visit, sometimes we may consider temporary measures first such as placing warning signs or making a temporary repair before planning a return visit to carry out a permanent repair.

 There will be occasions when we may not be able to undertake works within the above timescale due to weather, parked cars or other roadworks nearby. Please be assured, we're committed to resolving the issue as quickly as possible. Kind regards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transport/ View existing highways reports - https://highwaysreporting.suffolk.gov.uk Contact us - mailto:customer.service@suffolk.gov.uk	Ordered e-mail to Customer					

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<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice>

8	02/02/2026	13:47	LA-COMPLETED	359501	Just before stop point opposite side of road to Church Lane.	06/01/2026	06/01/2026	02/02/2026
Customer Supplied Photograph				https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/11acd4b7-45bd-4b6c-8a21-55c8e0408781.jpg				

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

173076

Frequency:

3 Months

Date Due:

05/08/2024

Done Date/Time:

09/08/2024 10:37

Inspector:

██████

Defect Found:

No

Description:

Next Due Date:

05/02/2026

Last Updated By:

██████ at 10:59 on 09/08/2024

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

177633

Frequency:

3 Months

Date Due:

05/11/2024

Done Date/Time:

23/10/2024 07:56

Inspector:

██████

Defect Found:

No

Description:

Next Due Date:

05/02/2026

Last Updated By:

██████ at 10:14 on 23/10/2024

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

179444

Frequency:

3 Months

Date Due:

05/02/2025

Done Date/Time:

03/02/2025 08:21

Inspector:

██████

Defect Found:

No

Description:

Next Due Date:

05/02/2026

Last Updated By:

██████ at 11:18 on 03/02/2025

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

182791

Frequency:

3 Months

Date Due:

05/05/2025

Done Date/Time:

22/04/2025 08:00

Inspector:

██████

Defect Found:

No

Description:

Next Due Date:

05/02/2026

Last Updated By:

██████ at 11:03 on 22/04/2025

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

191486

Frequency:

3 Months

Date Due:

05/08/2025

Done Date/Time:

04/08/2025 07:32

Inspector:

██████

Defect Found:

No

Description:

Next Due Date:

05/02/2026

Last Updated By:

██████ at 11:51 on 04/08/2025

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

199614

Frequency:

3 Months

Date Due:

05/11/2025

Done Date/Time:

27/10/2025 07:56

Inspector:

██████

Defect Found:

No

Description:

Next Due Date:

05/02/2026

Last Updated By:

██████ at 11:24 on 27/10/2025

Asset Location History Report Aurora

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

Search Parameters

Current User Extent:

From: 01/02/2026

To: 20/07/2026

Include: All

Location: Street : Playford Mount Playford, Suffolk

Selected Spatial Area:

Report Run Date: 31/07/2026

Road Classification Information

USRN

USRN: 38606116

Road Number: C324

Address: PLAYFORD MOUNT

Town: PLAYFORD

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: 896.27

Inspections

Highway Safety Inspection

Action Number: 32707

Action Type: Highway Safety Inspection

Asset Type: Carriageway

Method: Driven

Inspector: [REDACTED]

Due Date: 05/02/2026 23:59

Completed Date: 03/02/2026 08:56

State: Completed (No Observed Defects)

Frequency:	Quarterly
Next Due Date:	05/05/2026 23:59
Defect Found?:	No
HAO Area:	HAO - All Areas Merged, HAO - Phoenix 02
HAE Area:	HAE - Phoenix
Weather:	Dry
Surface State:	Dry
Walked or Driven?:	Driven

Highway Safety Inspection

Action Number:	41788
Action Type:	Highway Safety Inspection
Asset Type:	Carriageway
Method:	Driven
Inspector:	
Due Date:	05/05/2026 23:59
Completed Date:	21/04/2026 07:56
State:	Completed (No Observed Defects)
Frequency:	Quarterly
Next Due Date:	05/08/2026 23:59
Defect Found?:	No
HAO Area:	HAO - All Areas Merged, HAO - Phoenix 02
HAE Area:	HAE - Phoenix
Weather:	Dry
Surface State:	Dry
Walked or Driven?:	Driven

Maintenance

P8 – Planned Works - LHB

Action Number:	154163
Action Type:	P8 – Planned Works
Asset Type:	Sign (Non-Illuminated)
Asset:	Playford Mount, Playford, Suffolk
Maintenance Type:	LHB
Due Date:	27/03/2026 16:30

Ordered Date:	19/06/2026 12:48
State:	Ordered
Location:	Narrow Section O/S Clematis Cottage
Description:	Replacement order for Insight LA Code - 358481 Insight Order No - 294991 Construction - Sign and Road Marking Improvements on Playford Mount, Playford (Priority System Area). Cllr Bryce LHB funded scheme 215 SCC time CR 540921
Order Number:	15992
Client Completion Due:	27/03/2026 16:30
Contractor Completion Due:	27/03/2026 16:30
Grid Ref.:	621821 248674
M Group Area:	MOA - Central
Task Type:	Construction/Works
Low Value High Importance?:	Yes
Insight Legacy LA Code:	358481

Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number:	154398
Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Playford Mount,Playford, Suffolk
Defect Type:	Matrix C - Carriageway Defects
Due Date:	09/07/2026 17:28
Ordered Date:	19/06/2026 10:26
Started Date:	06/07/2026 13:07
Completed Date:	08/07/2026 11:52
State:	Work Completed
Location:	///carbon.liability.boost
Description:	some type 1 required
Order Number:	15956
Priority:	P5 - 20 Working Days
Client Target Completion Due:	20 Day(s)
Contractor Target Completion Due:	20 Day(s)
Client Completion Due:	09/07/2026 17:28
Contractor Completion Due:	17/07/2026 16:30
Grid Ref.:	621600 248689

Likelihood:	Likely- 40-100mm
Defect length & width (specify mm or m):	15 x 0.4
Defect depth / level difference (mm):	55
Action required:	Patch
Position in road/footway/verge:	edge
Speed limit (mph):	National
Road width (m):	5.4
Footway width (m):	na
Available width for TM (m):	4.2
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Medium
Additional hazards:	OH cables
HAO Area:	HAO - All Areas Merged, HAO - Phoenix 02
HAE Area:	HAE - Phoenix
M Group Area:	MOA - Central

Attachments

20260619_101737.jpg:



20260619_101750.jpg:



20260619_101801.jpg:



20260619_101808.jpg:



MG0300_154398_154398 _g67@mgroup.mwf_178
3508210244.jpg:



MG0300_154398_154398 _g67@mgroup.mwf_178
3574433472.jpg:



MG0300_154398_154398_Complete_g67@mgroup.
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MG0300_154398_154398_Complete_g67@mgroup.
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MG0300_154398_154398_Travelling_g67@mgroup.mwf_1783574429933.jpg:



Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number:

166645

Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Playford Mount, Playford, Suffolk
Defect Type:	Matrix C - Carriageway Defects
Due Date:	17/07/2026 20:33
Ordered Date:	17/07/2026 08:18
Started Date:	23/07/2026 10:44
Completed Date:	23/07/2026 13:57
State:	Approved
Location:	OS Hakewill House
Description:	edge of CW Type 1 required for verge
Order Number:	18725
Priority:	P3 - 5 Working Days
Client Target Completion Due:	5 Day(s)
Contractor Target Completion Due:	5 Day(s)
Client Completion Due:	17/07/2026 20:33
Contractor Completion Due:	24/07/2026 16:30
Grid Ref.:	622119 248613
Likelihood:	Very Likely ->100mm
Defect length & width (specify mm or m):	1.8 x 0.4
Defect depth / level difference (mm):	120
Action required:	Patch
Position in road/footway/verge:	edge
Speed limit (mph):	30
Road width (m):	4.2
Footway width (m):	na
Available width for TM (m):	3.5
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Medium
Additional hazards:	oh cables, hill, bends, poor visibility
HAO Area:	HAO - All Areas Merged, HAO - Phoenix 02
HAE Area:	HAE - Phoenix
M Group Area:	MOA - Central

Attachments

20260717_080958.jpg:



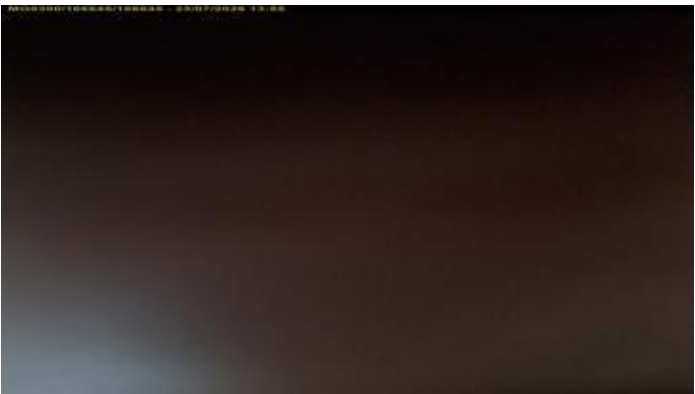
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20260717_081015.jpg:



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wf_1784811942088.jpg:



MG0300_166645_166645_Travelling_g64@mgroup.
mwf_1784800553923.jpg:



MG0300_166645_166645_Travelling_g64@mgroup.
mwf_1784800671029.jpg:



Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number:

166657

Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Playford Mount, Playford, Suffolk
Defect Type:	Matrix C - Carriageway Defects
Due Date:	17/07/2026 20:33
Ordered Date:	17/07/2026 08:46
Started Date:	23/07/2026 10:48
Completed Date:	23/07/2026 13:49
State:	Approved
Location:	OS Hakewill House
Description:	edge of CW Type 1 required for verge
Order Number:	18728
Priority:	P3 - 5 Working Days
Client Target Completion Due:	5 Day(s)
Contractor Target Completion Due:	5 Day(s)
Client Completion Due:	17/07/2026 20:33
Contractor Completion Due:	24/07/2026 16:30
Grid Ref.:	622111 248609
Likelihood:	Very Likely ->100mm
Defect length & width (specify mm or m):	1.2 x 0.3
Defect depth / level difference (mm):	100
Action required:	Patch
Position in road/footway/verge:	edge
Speed limit (mph):	30
Road width (m):	4.2
Footway width (m):	na
Available width for TM (m):	3.5
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Medium
Additional hazards:	oh cables, hill, bends, poor visibility
HAO Area:	HAO - All Areas Merged, HAO - Phoenix 02
HAE Area:	HAE - Phoenix
M Group Area:	MOA - Central

Attachments

20260717_081157.jpg:



20260717_081202.jpg:



20260717_081211.jpg:



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4811317369.jpg:



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MG0300_166657_166657_Travelling_g64@mgroup.
mwf_1784800753732.jpg:





Case

Insight Legacy Report

Case Type:	Insight Legacy Report
Case Number:	37108
Asset Type:	Street
Originated Date:	14/11/2025 09:13
Service Level:	Standard
Description:	Signs missing as highlighted by Cllr Bryce verbally
State:	Cleared
Grid Ref.:	621881 248661
Insight CRNo:	540921
Insight Request Type:	Road Safe Speed Mgt (SAFE)
Insight Service Code:	LIVE (SERV)
Insight Analysis Code 1:	Safety Concerns (SAFC)
Insight Analysis Code 2:	Fault Report (FLTR))
Insight Priority Code:	Standard (STD)
Insight Stage:	RECORDED

Attachments

History Line 5:
History Line 6:

Insight Legacy Report

Case Type:	Insight Legacy Report
Case Number:	38043
Asset Type:	Street
Originated Date:	05/01/2026 19:13
Service Level:	Standard

Location:	Just before stop point opposite side of road to Church Lane.
Description:	Pot hole size of a dinner plate, just before bridleway, in the road where you stop to give way. Unavoidable. Too dangerous to stop and take a photo.
State:	Cleared
Grid Ref.:	621795 248683
Insight CRNo:	546901
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:	359501
Insight L.A.Code Contract:	Milestone H/Way Reactive (MILH/R)
Insight L.A.Code Stage:	ORDERED
Insight Legacy Report	
Case Type:	Insight Legacy Report
Case Number:	39178
Asset Type:	Street
Originated Date:	17/01/2026 10:38
Service Level:	Standard
Location:	Entire length to give way point . Very deep and damaging.
Description:	Previous report 546898 says works were completed on 14/01 yet nothing appears to have been done. Multiple pot holes entire length adjacent to houses/verges.
State:	Cleared
Grid Ref.:	622168 248620
Insight CRNo:	550001
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:	RECORDED

Attachments

email from customer:

Insight Legacy Report

Case Type:	Insight Legacy Report
Case Number:	40783
Asset Type:	Street
Originated Date:	26/01/2026 17:40
Service Level:	Standard
Location:	Opposite the junction to Church Road, before the road narrows.
Description:	Huge pothole around 70mm deep, unavoidable with oncoming traffic, was also full of water, completely bust my tyre and needed new wheel at £95. Very unsafe place to stop and impossible to change a wheel in such a dangerous spot! I can dsee this was reported previously when it was the size of a dinner plate, it is now HUGE and very dangerous, especially to bikers, lucky i was in a car but still bust my wheel completely!
State:	Cleared
Grid Ref.:	621781 248691
Insight CRNo:	552645
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:	359501
Insight L.A.Code Contract:	Milestone H/Way Reactive (MILH/R)
Insight L.A.Code Stage:	ORDERED

Attachments

Customer Supplied Photograph:



Sign (Non-Illuminated) Defect

Case Type:	Sign (Non-Illuminated) Defect
Case Number:	53252
Asset Type:	Sign (Non-Illuminated)
Originated Date:	02/03/2026 00:23
Service Level:	Standard
Location:	Farrows Lane/Butts Road cross roads
Description:	'Road Closed' sign pertaining to Gt Bealings Bridge, ie for traffic heading towards Woodbridge, is placed on the wrong side of the road, ie infront of traffic heading to Ipswich. There are 2 signs and a cone therefore blocking the road to Ipswich. The signs are completely unexpected, not legible to Ipswich bound traffic and dangerous, especially in the dark. Too dangerous to take a photo. The signs have been run over and smashed several times - but replaced by Highways - but in a very dangerous place each time. They should be facing oncoming traffic to Woodbridge, on their side of the road.
State:	Cleared
Grid Ref.:	621345 248685

Road Marking Missing/Faded

Case Type:	Road Marking Missing/Faded
Case Number:	62408
Asset Type:	Street
Originated Date:	05/05/2026 11:00
Service Level:	Standard
Location:	C324 priority scheme at Playford Mount
Description:	Road markings put down in April are already disintegrating, ie less than one month after painting.
State:	Cleared
Grid Ref.:	621964 248633

Attachments

PWPFile-5941b997-4c6d-49c4-b852-5bd38a3e8b04..jpg:



PWPFile-95506c2c-7b22-45c8-bb39-3bb2bc5e816f..jpg:



PWPFile-b6fecfb0-549b-49ee-9d2a-e45032b78516..jpg:



Sign (Non-Illuminated) Defect

Case Type:	Sign (Non-Illuminated) Defect
Case Number:	62688
Asset Type:	Sign (Non-Illuminated)
Originated Date:	07/05/2026 00:00
Service Level:	VIP Response
Location:	O/S Clematis Cottage

I hope my email finds you well.

Sorry to trouble you, but as you know, this is a really important piece of work which I've been grappling with since 2021. Suffolk County Council initially confirmed that it would pick up the bill for this important work to improve the C324 and correct the inconsistent signage, at the same time as improving the drainage works. Then Storm Babet happened and the works were bumped to the bottom of the list, with other projects understandably taking higher priority.

The Parish Council and local residents have been incredibly patient and ultimately, [REDACTED] very kindly helped with designing a scheme which I funded fully using my Locality Highways Budget. To say that to receive the email below is an disappointment would be a complete understatement. The attached photographs show the poor quality of the works and evidence that improvements in traffic management as a result of the scheme have not made any positive impact at all.

Please do not think in any way that I am apportioning blame towards you, but this really is totally unacceptable and I completely echo the concerns of the resident who are written to me, and Playford Parish Council.

Anything that you can do to remedy this situation and help to bring about a more palatable and long-lasting solution would be very greatly appreciated.

With my best wishes.

Yours,

Elaine

Description:

State: Cleared

Grid Ref.: 621923 248646

Attachments

RE_ C324:

Response sent as per attached:

General Carriageway Defect

Case Type: General Carriageway Defect

Case Number: 67257

Asset Type: Carriageway

Originated Date: 11/06/2026 17:28

Service Level: Standard

Location: Road defect is on the left heading East.

Description: A 50-100m stretch of road where the edge of the road has disappeared. Dangerous drop off the road surface into effectively one long deep pothole.

State: Cleared - Maintenance

Grid Ref.: 621600 248689

Pothole(s)	
Case Type:	Pothole(s)
Case Number:	71126
Asset Type:	Carriageway
Originated Date:	10/07/2026 20:33
Service Level:	Standard
Location:	Playford grange side of the road
Description:	Several deep potholes at edge of road near playford grange. About 6 inches deep so cars come at you on wrong side of the road
State:	Cleared - Maintenance
Grid Ref.:	622202 248624