

Extract From: Email 06-07-2026 – JCB Pothole Pro Cllr Hadwen

Subject/description: RE: JCB Pothole Pro
Date: 6 August 2026
To and from: Cllr Michael Hadwen, Cllr Chris Hudson, SCC staff and JCB staff

Extract 1:

Hi

Thank you for your email.

You have my complete support and I would like to sort a demonstration as soon as possible.

I will have my officers organise this with you.

Thank you again for the email, and I look forward to seeing the pro in action.

Kind regards,

Michael

Michael Hadwen
Leader of Suffolk County Council
Councillor for Felixstowe Clifflands

Extract 2:

Morning Michael,

Just looking for your support in adopting a JCB Pothole Pro into Suffolk.

The machine offers permanent repairs, increased productivity and real benefits to any Local Authority.

Watch and hear from other councillors and local authorities who have already adopted the machine. (see case studies below)

Looking to see if we can come to Suffolk and demonstrate the machine on your own streets and see the potential for yourself. (2 Day free of charge -Pothole Pro + Operator)

Give me a call anytime for any additional info you need.

Key Messages

1. First Time Fix - <1% defect return rate over 12 months
2. 3 Machines in 1 - 600MM Planer, 1200mm Sweeper Collector, 400mm Breaker.
3. 100% HAVS Reduction - Eliminate the need for road saws and breakers
4. Productivity - Up to 6 x faster than traditional methods
5. Spend to Save - £25,000 per year savings
6. 5-Year Warranty - Cover all attachments

Support and Financing

1. Flexible Lease options - (12-60 months) e.g. under £900 a week for 5Years
2. CPCS accredited training for 2 Operators
3. Full Maintenance package - 5Yrs
4. Ongoing technical support and top up training

Pothole Pro overview videos: (press control and click frame.io)

National Highways Manager | Government & Municipalities

Extract From: Email 14-07-2026 – JCB Visit – Pothole Pro

Subject/description:	FW: JCB Visit - Pothole Pro
Date:	14 July 2026
To and from:	Cllr Chris Hudson, Suffolk Highways staff

Extract 1:
Enjoy your trip

It will provide an opportunity to understand and ask questions on how it's deployed there, i.e. on their defect service and/or planned patching programme.

It would be useful to ask how it performs in both urban areas as well as rural areas and what works well and areas that perhaps it struggles or is constrained.

Also, what traffic management they employ with it such as lane closures or full closures.

Let's catch up when you're back.

Kind regards
Assistant Director of Highways Services

Extract From: Email 21-07-2026 – DRAFT action from 'Tackling Potholes' workshop with IC

Subject/description:	RE: DRAFT actions from 'Tackling Potholes' workshop with IC
Date:	21 July 2026
To and from:	Andrew Cook, Suffolk Highways staff and Suffolk County Council staff

Extract 1:
Engage with JCB – develop and agree the scope of a targeted trial of the JCB Pothole Pro machine in Suffolk. The trial should include deployment across both urban and rural locations to assess productivity, operational benefits and suitability across a range of highway environments. Proposed trial period: September 2026, subject to JCB

commitment and availability.

Target: End of August (trial scope)

Extract From: Email 22-07-2026 – Watling JCB Ltd Quotation

Subject/description:	Re: Watling JCB Ltd Quotation
Date:	22 July 2026
To and from:	JCB staff, Suffolk Highways staff, Suffolk County Council staff, Cllr Michael Hadwen, Cllr Chris Hudson, Andrew Cook

Extract 1:

Good Morning ,

Thank you for getting in touch and we can indeed arrange to trial the machine in Suffolk.

Have answered the questions below and look forward to meeting in due course.

1. What is the maximum duration for which the Pothole Pro could be made available for a trial?

Ideally, we would be looking at a period of three to five days. Would this be possible?

We normally to 2 Days full trial with the Pothole Pro - We suggest 90m2 as this is one load from an 18T Hotbox at 40mm. The Pothole Pro can of course do much more than this in a day and the 90m2 can be timed to scale up to what is possible.

We suggest Day 1 - Full Road Closure or quiet side street - to allow safe access for any visitors and elected members to view and see the process. Day 2 - Normal days planned maintenance with road crew.

2. What dates are currently available for the Pothole Pro to come to Suffolk?

We have currently scheduled W/C 1st September with the Trial taking place on the Monday and

Tuesday.

3. What would be included as part of the trial from a JCB perspective? For example:

- Transport of the machine to and from Suffolk;
Included as part of the trial by JCB
- Movement of the machine between locations within Suffolk;
The machine can Road between locations 40KPH
- Provision of an operator and any supporting personnel;
JCB Operator, on site
- Any associated vehicles required for the removal and disposal of arisings.
Suitable Truck to Remove 9T of spoil

4. What would Suffolk Highways be expected to provide? For example:

- Traffic management;
- A patching gang;

- Hotbox provision;
- Compaction equipment;
- Over banding materials and equipment.

All of the above- JCB Pothole Pro and Operator will work as part of existing set up/reinstatement process by Suffolk.

5. Can you confirm what costs, if any, would be incurred by Suffolk Highways as part of the trial?

No Cost to Suffolk Highways.

Could you confirm the above date for the Trial is acceptable and will add in a team's call Friday 14th Aug to iron out details for the Trial.

Anything else you need, please do not hesitate to get in touch.

Kind Regards

National Highways Manager - Government & Municipalities

Extract 2:

Good afternoon,

Thank you for your email on Friday and for the information provided below regarding the purchase and lease options for the JCB Pothole Pro machine.

Following a meeting yesterday with Councillor Hadwen and Councillor Hudson, I understand that, during their visit last week, the possibility of a trial of the JCB Pothole Pro in Suffolk was discussed, potentially in September.

I am currently developing the scope of what such a trial should encompass. Given Suffolk's mix of urban and rural roads, I am keen to ensure that any trial is sufficiently comprehensive to demonstrate the operational benefits and suitability of the Pothole Pro across a range of highway environments.

To help develop the trial proposal, it would be useful to better understand what a trial would involve from a JCB perspective. I would therefore be grateful if you could provide answers to the following questions:

1. What is the maximum duration for which the Pothole Pro could be made available for a trial? Ideally, we would be looking at a period of three to five days. Would this be possible?
2. What dates are currently available for the Pothole Pro to come to Suffolk?
3. What would be included as part of the trial from a JCB perspective? For example:
 - Transport of the machine to and from Suffolk;
 - Movement of the machine between locations within Suffolk;
 - Provision of an operator and any supporting personnel;
 - Any associated vehicles required for the removal and disposal of arisings.
4. What would Suffolk Highways be expected to provide? For example:

- Traffic management;
- A patching gang;
- Hotbox provision;
- Compaction equipment;
- Over banding materials and equipment.

5. Can you confirm what costs, if any, would be incurred by Suffolk Highways as part of the trial?

I look forward to hearing from you.

Many thanks,
Assistant Director of Highways Services

Extract From: Email 24-06-2026 – JCB Pothole Pro Cllr Hudson

Subject/description:	Fw: JCB Pothole Pro
Date:	24 July 2026
To and from:	JCB staff, Suffolk Highways staff, Cllr Philip Faircloth Mutton, Cllr Michael Hadwen, Cllr Chris Hudson

Extract 1:

Good Afternoon, Philip,

Just looking for your support in adopting a JCB Pothole Pro into Suffolk.

The machine offers permanent repairs, increased productivity and real benefits to any Local Authority.

Watch and hear from other councillors and local authorities who have already adopted the machine. (see case studies below)

Looking to see if we can come to Suffolk and demonstrate the machine on your own streets and see the potential for yourself. (2 Day free of charge -Pothole Pro + Operator)

Give me a call anytime for any additional info you need.

Key Messages

1. First Time Fix - <1% defect return rate over 12 months
2. 3 Machines in 1 - 600MM Planer, 1200mm Sweeper Collector, 400mm Breaker.
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- Pothole Pro overview videos: ([press control](#) and [click frame.io](#))

National Highways Manager | Government & Municipalities

Extract From: CH Fw JCB pothole trial

Subject/description:	Fw: JCB pothole trial
Date:	24 July 2026
To and from:	Suffolk Highways staff, Suffolk County Council staff, Cllr Chris Hudson

Extract 1:

Good morning, Christopher,

Thank you again for your time earlier today to discuss the JCB pothole machine.

As agreed, the ambition is to arrange a demonstration of the machine in an urban location (either Ipswich or Lowestoft), giving Cabinet Members the opportunity to see it in action and helping to support positive external communications.

In terms of next steps:

- **Christopher:** Please confirm the appropriate contact at JCB so we can progress arrangements for the demonstration.
- Identify a suitable location in Ipswich or Lowestoft for the visit.

Once these are in place, we can extend an invitation to Cabinet Members and colleagues from the Communications team.

As mentioned, I'm very supportive of progressing the demonstration. Alongside this, it would be helpful to align on the proposed communications approach and the expectations it may generate. While the machine may demonstrate advantages in the speed of excavation, it will be important to consider its performance across the full end-to-end repair process, including overall cost effectiveness and how it would integrate into Suffolk's existing approach.

I'm keen that the demonstration provides a well-rounded understanding of both the opportunities and considerations, so that any future decisions are fully informed.

I look forward to receiving the JCB contact details and moving this forward.

Kind regards
Assistant Director of Highways Services

Extract 2:

Good morning, Christopher,

Many thanks for picking this up following your discussion with at the Suffolk Show, this is a really positive opportunity for us to see the JCB machine in action within Suffolk.

I am very supportive of progressing a trial and taking advantage of JCB's offer. To make the most of it, I think it would be beneficial for us to first agree what we want to achieve from the trial and the outcomes we would like to test, so we can ensure we get meaningful and robust evidence from the exercise.

Whilst I have no doubt the machine will demonstrate quicker excavation than a traditional gang, it would be important for us to assess the wider operational picture, particularly how this translates into overall productivity, efficiency, and deployability across our network.

In that context, a single-road trial in an urban Ipswich location may be helpful as an initial demonstration, but on its own it would be unlikely to give us enough insight into how the machine would perform at scale, particularly across our more rural network where conditions and logistics differ significantly.

We should also factor in that the size of the machine will, in many cases, necessitate road closures or more intensive traffic management, which will influence how and where it can realistically be used.

With this in mind, it would be helpful to scope the trial carefully, potentially considering a mix of environments, so we can properly understand both the benefits and any constraints before drawing conclusions.

Happy to talk this through and shape the approach. I'm tied up in meetings today until around 16:30, but I have good availability tomorrow between 10:00 and 13:00 if that works for you.

If you would like me to pull together a briefing note setting out the benefits and potential constraints of this method of repair, I'd be happy to do so.

Kind regards,
Assistant Director of Highways Services

Extract From: CH Fw JCB Visit

Subject/description:	Fw: JCB Visit
Date:	06 August 2026
To and from:	Cllr Chris Hudson, Cllr Michael Hadwen, JCB staff,

Extract 1:

Great to see you both today-many thanks for the welcome, tour, conversation, lunch and professional demonstration this afternoon. It was a positive and enjoyable experience- Michael and I will be planning to welcome your arrival in September for a trial, after briefing and advising our officers to proceed with the machinery.

Please send any advice or schedule

Looking forward to meeting you both again.

Yours ever.

Christopher.

Environmental Information Regulations – Response - 27680

Please would you forward any correspondence/discussions and briefing papers that involve officers and/or cabinet members that discuss the merits of the JCB Pothole Pro for deployment in Suffolk through Suffolk Highways since 1 June 2026.

Please see the attached document 'Extracted Reply Data.'

Some of the information is being withheld under r.13 of the Environmental Information Regulations 2004 (EIR) as it constitutes personal data of an identifiable, living individual. This covers names of staff and individuals external to Suffolk County Council.

Alongside personal data Suffolk County Council (SCC) has also withheld the unit rates contained within the Highways Services Contract and a quote under r.12(5)(e) confidentiality of commercial or industrial information of the EIR.

The withheld information comprises detailed contract pricing for carriageway pothole repairs, including the rates applied to different repair sizes and depths. This information is commercial in nature as it forms part of the pricing mechanism agreed between SCC and its highways contractor and is used to calculate payments for repair works.

SCC considers that the information has the necessary quality of confidence and is not otherwise publicly available. The pricing information was obtained and is held within a commercial contractual relationship where there is a reasonable expectation that detailed unit rates will remain confidential. Disclosure would reveal commercially sensitive pricing structures and cost models. The ICO recognises that confidentiality for the purposes of regulation 12(5)(e) may arise where information is protected by the common law of confidence or other legal obligations of confidence.

The confidentiality protects a legitimate economic interest of both the contractor and the Council. Disclosure of detailed unit rates would be likely to prejudice the contractor's competitive position by revealing pricing methodologies and commercially sensitive information that competitors could use in future tendering exercises. It would also be likely to prejudice the Council's ability to obtain best value in future procurement and contract negotiations because prospective suppliers would have access to detailed pricing information from the current contract. The ICO guidance confirms that regulation 12(5)(e) is intended to protect legitimate economic interests that underlie commercial confidentiality.

The Council considers that disclosure would adversely affect that confidentiality. Release under the EIR is effectively disclosure to the world at large and the unit rates could be used by competitors, suppliers and future bidders to inform their own commercial

strategies. This would undermine the confidentiality of the pricing information and create a real risk of commercial harm in future procurement and contractual negotiations.

The Council recognises the public interest in openness, transparency and accountability regarding the delivery of highway maintenance services and the expenditure of public money. Disclosure would contribute to public understanding of how pothole repairs are funded and procured.

However, there is a stronger public interest in protecting commercially confidential information where disclosure would harm legitimate economic interests. There is a public interest in ensuring that public authorities are able to procure services in a competitive marketplace and achieve best value for public funds. Releasing detailed contract rates would be likely to weaken the Council's commercial position in future procurements and could undermine fair competition between suppliers. There is also a public interest in preserving confidences where disclosure would damage legitimate commercial interests.

SCC considers that the public interest in maintaining the exception outweighs the public interest in disclosure. Accordingly, the detailed unit rates have been withheld under regulation 12(5)(e).