

Environmental Information Regulations – Response - 27702

New Lane, Holbrook (Claim Ref: CN50199)

I am writing to make a request under the Freedom of Information Act 2000 regarding the section of New Lane, Holbrook where my vehicle was damaged by a pothole on 13 February 2026.

I would be grateful if you could provide the following information relating to that location:

- 1. Copies of all highway inspection records for the 12 months prior to 13 February 2026.*
- 2. Copies of any reports made by members of the public regarding potholes or carriageway defects at that location during the same period.*
- 3. Copies of any photographs taken by Suffolk County Council or its contractors of the defect before it was repaired.*
- 4. Details of any measurements recorded for the defect, including its depth, width and length where available.*
- 5. A copy of the inspection record following the report received on 24 January 2026, referred to in my claim response.*
- 6. The date the repair order was raised and the date the repair was completed.*
- 7. The intervention criteria and inspection policy applicable to this section of road at the time of the incident.*

As per attached .pdf file named '27702_Reports'

- 8. The number of vehicle damage claims submitted relating to this section of New Lane between 13 August 2025 and 13 May 2026 (I do not require personal details of claimants).*

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Redacted Information

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

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

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

- expectations of the individuals concerned about personal information being put into the public domain;

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

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

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

Insurance Claims Investigation Report



NSG Ref/Street Name: 01510425 NEW LANE
Dates: 1-2-2025 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: NONE

General Maintenance LA Code Details

LA Code:	350354	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	01510425			Unit Name:	CARRIAGEWAY
Address:	NEW LANE HOLBROOK				
Section:	C412/10				
Location:	WB 20m before sandpit cottages, start of ent to track on RHS				
Easting:	618207.35	Northing:	236178.37		
Expenditure Code:	ET07532E73	Defect:	RC2B	Cway Defects - Likely 40-100mm	
		Priority:	A	8 Weeks	
		Order No.	290308		

Originated:	21/08/2025
Selected:	21/08/2025
Ordered:	21/08/2025
Completion Due:	21/08/2025
Start:	09/09/2025
Completed:	10/09/2025

Description:	
SR01 - Defect length and width (specify mm or m)	.5x.35
SR02 - Defect depth / level difference (mm)	80mm
SR03 - Position in road / footway / verge	WB 20m before sandpit cottages, opp start of ent to track on RHS
SR04 - Speed limit (mph)	National
SR05 - Road width (m)	3.8
SR06 - Footway width (m)	na
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	2.3
SR09 - Marked up on site?	Yes
SR10 - Volume of traffic / pedestrian movement	Light
SR11 - Additional hazards?	overhead cables
SR12 - Observations in the work area?	other ph ordered 20 working days
SR13 - Action required	Patch
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21/08/2025 11:36

Photo

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21/08/2025 11:37

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General Maintenance LA Code Details

LA Code:	350355	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	01510425			Unit Name:	CARRIAGEWAY
Address:	NEW LANE HOLBROOK				
Section:	C412/10				
Location:	WB 10m before sandpit cottages, start of ent to track on LHS				
Easting:	618199.53	Northing:	236174.37		
Expenditure Code:	ET07532E73	Defect:	RC1B	Cway Defects - Very likely >100mm	
		Priority:	5	20 Working Days	
		Order No.	290309		

Originated:	21/08/2025
Selected:	21/08/2025
Ordered:	21/08/2025
Completion Due:	21/08/2025
Start:	09/09/2025
Completed:	10/09/2025

Description:	
SR01 - Defect length and width (specify mm or m)	.5x.5, plus failing temp patch
SR02 - Defect depth / level difference (mm)	112mm
SR03 - Position in road / footway / verge	WB 10m before sandpit cottages, opp start of ent to track on LHS
SR04 - Speed limit (mph)	National
SR05 - Road width (m)	3.8
SR06 - Footway width (m)	na
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	2.2
SR09 - Marked up on site?	Yes
SR10 - Volume of traffic / pedestrian movement	Light
SR11 - Additional hazards?	overhead cables
SR12 - Observations in the work area?	other ph ordered 8 weeks
SR13 - Action required	Patch
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Customer Report Details

13

13

CRNO:	511213	NSG Reference:	01510425	Date and Time Recorded:	04/03/2025	12:54
Request Type:	Roadworks - Customer S			Issue Type:	Roadworks	

Customer Details

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

Location of Report

Address:	NEW LANE HOLBROOK
Location:	New Lane, Holbrook
Grid Reference:	618466.15 - 236342.01

Customer Report Description

Further information Required - Roadworks New Lane, Holbrook

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	04/03/2025	12:54	REQUEST-RECORDED						
2	04/03/2025	12:54	CUSTOMER-ADDED						
3	04/03/2025	12:54	ACTION-RECORDED						
4	04/03/2025	12:54	ACTION-CLEARED						
				Customer has called regarding the roadworks down New Lane, Holbrook - Customer has said this a disgrace of a roadworks and is set up incredibly poorly. Customer has said the road signs placed out andnot in the correct places and whoever has placed these needs to go out as soon as possible and correct them. Customer said there are no signs for diversion routes and it just has a sign stating diversion end. Customer said there is no signs to state there is a road closure ahead. Customer has said he wants answers as to why the roadworks have been set out like this as it is terrible. I have advised the customer this is openreach works but wanted us to go out and have a look. Customer said he is not happy with this at all and wants answers.					
5	04/03/2025	12:54	EVENT-RECORDED						
				Customer has called regarding the roadworks down New Lane, Holbrook - Customer has said this a disgrace of a roadworks and is set up incredibly poorly. Customer has said the road signs placed out andnot in the correct places and whoever has placed these needs to go out as soon as possible and correct them. Customer said there are no signs for					
				Transfer to Network Assurance					

6	04/03/2025	12:54	ACTION-RECORDED	diversion routes and it just has a sign stating diversion end. Customer said there is no signs to state there is a road closure ahead. Customer has said he wants answers as to why the roadworks have been set out like this as it is terrible. I have advised the customer this is openreach works but wanted us to go out and have a look. Customer said he is not happy with this at all and wants answers. Customer has called regarding the roadworks down New Lane, Holbrook - Customer has said this a disgrace of a roadworks and is set up incredibly poorly. Customer has said the road signs placed out and not in the correct places and whoever has placed these needs to go out as soon as possible and correct them. Customer said there are no signs for diversion routes and it just has a sign stating diversion end. Customer said there is no signs to state there is a road closure ahead. Customer has said he wants answers as to why the roadworks have been set out like this as it is terrible. I have advised the customer this is openreach works but wanted us to go out and have a look. Customer said he is not happy with this at all and wants answers.	
7	04/03/2025	13:01	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00511213 NEW LANE, HOLBROOK Date reported: 04/03/2025 Description: Further information Required - Roadworks New Lane, Holbrook 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=00511213 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	Recorded e-mail to Customer

8	20/03/2025	12:21	ACTION-CLEARED	County Council Good Afternoon Please see attached response Thank you Network Assurance	
9	20/03/2025	12:21	EVENT-RECORDED	Good Afternoon Please see attached response Thank you Network Assurance	Transfer to Customer Service for Action
10	20/03/2025	12:21	ACTION-RECORDED	Good Afternoon Please see attached response Thank you Network Assurance	
11	20/03/2025	13:21	ACTION-CLEARED	sent via no reply	
12	20/03/2025	13:21	EVENT-RECORDED	sent via no reply	Suffolk Highways Updated Customer
13	20/03/2025	13:21	REQUEST-CLEARED		

Customer Report Details						4
CRNO:	552062	NSG Reference:	01510425	Date and Time Recorded:	24/01/2026	09:32
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

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

Location of Report

Address:	NEW LANE HOLBROOK
Location:	Just before the houses on the right if you.re heading towards Holbrook
Grid Reference:	618209.47 - 236177.29

Customer Report Description

A collection of about 9 potholes, all larger than required to be able to report and all within a 4 meter square.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	24/01/2026	09:32	REQUEST-RECORDED	Hello, Your report reference number is: 00552062 Address, Parish: NEW LANE, HOLBROOK Date reported: 24/01/2026 Description: A collection of about 9 potholes, all larger than required to be able to report and all within a 4 meter square. 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. If there 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 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 -	Recorded e-mail to Customer				
2	24/01/2026	09:32	CUSTOMER-ADDED						
3	24/01/2026	09:32	ACTION-RECORDED						
4	24/01/2026	09:32	EVENT-RECORDED						

Customer Supplied Photograph

<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>

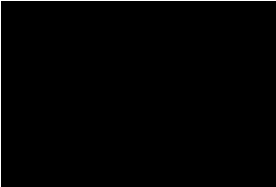
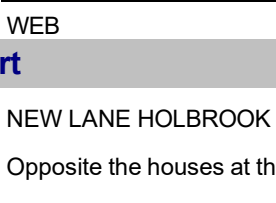
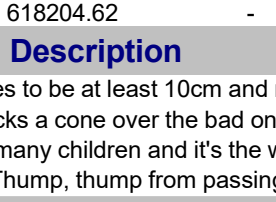
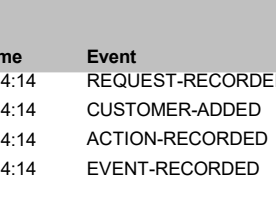
<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/3e888d93-0491-483d-9ffc-8b31e74b978f.jpeg>

Customer Report Details

4

CRNO: 553326 NSG Reference: 01510425 Date and Time Recorded: 28/01/2026 14:14
Request Type: Pothole Issue Type: Pothole

Customer Details

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

Location of Report

Address: NEW LANE HOLBROOK
Location: Opposite the houses at the intersection of the road with the track.
Grid Reference: 618204.62 - 236174.77

Customer Report Description

I'd estimate these holes to be at least 10cm and maybe 20cms in depth. Sizes vary but around 50cm. These are continuously being reported. Occasionally someone from the houses nearby sticks a cone over the bad ones and occasionally the roads team make a temporary repair which allows the to clear all the complaints on here. This road is on the School run for many children and it's the way many people on the peninsula get to Manningtree Station and hence to London. The road is more important than its designation implies. Thump, thump from passing cars must be a great nuisance to the residents.

History

Sequence	Recorded Date/Time	Event	Reference	LA Code	Location	Ordered	Due	Completed
1	28/01/2026 14:14	REQUEST-RECORDED						
2	28/01/2026 14:14	CUSTOMER-ADDED						
3	28/01/2026 14:14	ACTION-RECORDED						
4	28/01/2026 14:14	EVENT-RECORDED	00553326					
			Hello, Your report reference number is: 00553326 Address, Parish: NEW LANE, HOLBROOK Date reported: 28/01/2026 Description: I'd estimate these holes to be at least 10cm and maybe 20cms in depth. Sizes vary but around 50cm. These are continuously being reported. Occasionally someone from the houses nearby sticks a cone over the bad ones and occasionally the roads team make a temporary repair which allows the to clear all the complaints on here. This road is on the School run for many children and it's the way many people on the peninsula get to Manningtree Station and hence to London. The road is more important than its designation implies. Thump, thump from passing cars must be a great nuisance to the residents. 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					
			Recorded e-mail to Customer					

help us decide on any action that may need to be taken. If there 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 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 highwaysreports - <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>

Customer Report Details						4
CRNO:	553415	NSG Reference:	01510425	Date and Time Recorded:	28/01/2026	16:47
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

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

Location of Report

Address:	NEW LANE HOLBROOK
Location:	Just past Sandpit Cottages when travelling from Holbroo
Grid Reference:	618214.36 - 236178.93

Customer Report Description

This whole area has multiple potholes, some of which must be way in excess of 10 cms in depth. It is now impossible to pass this bit of the road without sinking into one or two of these potholes. Yesterday two cars had flat tyres as a result of driving over these potholes as the potholes were disguised by extensive rainwater. I myself caused damage to my car, despite travelling very slowly, asit was impossible to see how to avoid these holes. This road is used by school traffic, commuters and farm machinery. It is also a popular cycle route and the potholes now provide a dangerous hazard to cyclists. That part of the road is often crossed by horses using designated horse riding grass tracks. Urgent attention is needed.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	28/01/2026	16:47	REQUEST-RECORDED					
2	28/01/2026	16:47	CUSTOMER-ADDED					
3	28/01/2026	16:47	ACTION-RECORDED					
4	28/01/2026	16:47	EVENT-RECORDED	Hello, Your report reference number is: 00553415 Address, Parish: NEW LANE, HOLBROOK Date reported: 28/01/2026 Description: This whole area has multiple potholes, some of which must be way in excess of 10 cms in depth. It is now impossible to pass this bit of the road without sinking into one or two of these potholes. Yesterday two cars had flat tyres as a result of driving over these potholes as the potholes were disguised by extensive rainwater. I myself caused damage to my car, despite travelling very slowly, as it was impossible to see how to avoid these holes. This road is used by school traffic, commuters and farm machinery. It is also a popular cycle route and the potholes now provide a dangerous hazard to cyclists. That part of the road is often crossed by horses using designated horse riding grass tracks. Urgent attention is	Recorded e-mail to Customer			

needed. 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. If there 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 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>

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

185700

Frequency:

6 Months

Date Due:

17/05/2025

Done Date/Time:

22/05/2025 13:44

Inspector:

██████

Defect Found:

No

Description:

Next Due Date:

17/05/2026

Last Updated By:

██████ at 17:09 on 22/05/2025

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

199974

Frequency:

6 Months

Date Due:

17/11/2025

Done Date/Time:

17/11/2025 15:58

Inspector:

██████

Defect Found:

No

Description:

Next Due Date:

17/05/2026

Last Updated By:

██████ at 16:23 on 17/11/2025

Asset Location History Report Aurora

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

Search Parameters

Current User Extent:

From: 01/02/2026

To: 13/02/2026

Include: All

Location: Street : New Lane Holbrook, Suffolk

Selected Spatial Area:

Report Run Date: 18/08/2026

Road Classification Information

USRN

USRN: 1510425

Road Number: C412

Address: NEW LANE

Town: HOLBROOK

Maintaining Organisation: SUFFOLK COUNTY COUNCIL

Street Type: Designated Street Name

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

Urban or Rural: Rural

Road Hierarchy: Link Road (4a)

Footway Hierarchy: Local Access Footways (4)

Length: 1130.81

Maintenance

Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number: 44322

Action Type: Reactive Highways Maintenance

Asset Type: Carriageway

Asset: New Lane,Holbrook, Suffolk

Defect Type: Matrix C - Carriageway Defects

Originated Date: 03/02/2026 13:40

Due Date: 03/03/2026 13:40

Ordered Date: 06/02/2026 12:47

Started Date:	16/03/2026 10:49
Completed Date:	16/03/2026 12:32
State:	Approved
Location:	just before sandpit cottages
Description:	tree root has lifted up the paving I use a mobility scooter and went over this and got stuck and it needs something doing. the wheels were lifted off the path and I couldn't move.
Order Number:	517
Priority:	P5 - 20 Working Days
Client Target Completion Due:	20 Day(s)
Contractor Target Completion Due:	20 Day(s)
Client Completion Due:	03/03/2026 13:40
Contractor Completion Due:	06/03/2026 16:30
Grid Ref.:	618205 236178
Likelihood:	Very Likely ->100mm
Defect length & width (specify mm or m):	approx 6x1.5, multiple other small ph
Defect depth / level difference (mm):	110mm
Action required:	Patch
Position in road/footway/verge:	near sandpit cottages
Speed limit (mph):	National
Road width (m):	4,7
Footway width (m):	na
Available width for TM (m):	2.5
Marked up on site?:	No
Volume of traffic/pedestrian movement:	Light
Additional hazards:	overhead cables
HAO Area:	HAO - All Areas Merged, HAO - Phoenix 03
HAE Area:	HAE - Phoenix
M Group Area:	MOA - Central

Attachments

134.jpg:



135.jpg:



136.jpg:



137.jpg:



138.jpg:



139.jpg:



140.jpg:



PWPFile-820dcf06-d171-4c05-9ea8-89495204bd12.jpeg:

Reactive Highways Maintenance - Matrix P - Vegetation

Action Number:

126783

Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	New Lane,Holbrook, Suffolk
Defect Type:	Matrix P - Vegetation
Originated Date:	03/02/2026 12:37
Due Date:	15/05/2026 12:37
Ordered Date:	14/04/2026 17:20
Started Date:	30/04/2026 13:45
Completed Date:	30/04/2026 13:58
State:	Work Completed
Location:	2/3 locations along the lane, all on the Holbrook-bound side.
Description:	Tractor recently cut verge and larger bushes/ shrubs are now leaning into the carriageway at 2 /3 locations along New Lane.
Order Number:	10680
Priority:	P6 - 14 Calendar Weeks
Client Target Completion Due:	70 Day(s)
Contractor Target Completion Due:	70 Day(s)
Client Completion Due:	15/05/2026 12:37
Contractor Completion Due:	24/07/2026 16:30
Grid Ref.:	617996 236085
Likelihood:	Vegetation forcing traffic into opposing lane or preventing emergency vehicle access
Defect length & width (specify mm or m):	3m
Defect depth / level difference (mm):	0
Action required:	Cut back veg
Type:	BRAMBLES, SMALL BRANCHES
Overhanging or ground level?:	Both
Position in road/footway/verge:	FROM VERGE INTO RD, half way along rd EB before sandpit cottages
Speed limit (mph):	National
Road width (m):	3.8
Footway width (m):	NA
Available width for TM (m):	2.6
Marked up on site?:	No
Volume of traffic/pedestrian movement:	Light
Additional hazards:	bends,narrow

HAO Area:	HAO - All Areas Merged, HAO - Phoenix 03
HAE Area:	HAE - Phoenix
M Group Area:	MOA - Central

Attachments

3661.jpg:



3662.jpg:



3663.jpg:



3664.jpg:



Case

Insight Legacy Report

Case Type:	Insight Legacy Report
Case Number:	40377
Asset Type:	Street
Originated Date:	24/01/2026 09:32
Service Level:	Standard
Location:	Just before the houses on the right if you.re heading towards Holbrook
Description:	A collection of about 9 potholes, all larger than required to be able to report and all within a 4 meter square.
State:	Cleared
Grid Ref.:	618209 236177
Insight CRNo:	552062
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

Customer Supplied Photograph:



Insight Legacy Report

Case Type:	Insight Legacy Report
Case Number:	41337
Asset Type:	Street
Originated Date:	28/01/2026 14:14
Service Level:	Standard
Location:	Opposite the houses at the intersection of the road with the track. I'd estimate these holes to be at least 10cm and maybe 20cms in depth. Sizes vary but around 50cm.
Description:	These are continuously being reported. Occasionally someone from the houses nearby sticks a cone over the bad ones and occasionally the roads team make a temporary repair which allows the to clear all the complaints on here. This road is on the School run for many children and it's the way many people on the peninsula get to Manningtree Station and hence to London. The road is more important than its designation implies. Thump, thump from passing cars must be a great nuisance to the residents.
State:	Cleared
Grid Ref.:	618205 236175
Insight CRNo:	553326
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

Insight Legacy Report

Case Type:	Insight Legacy Report
Case Number:	41419

Asset Type:	Street
Originated Date:	28/01/2026 16:47
Service Level:	Standard
Location:	Just past Sandpit Cottages when travelling from Holbroo
Description:	This whole area has multiple potholes, some of which must be way in excess of 10 cms in depth. It is now impossible to pass this bit of the road without sinking into one or two of these potholes. Yesterday two cars had flat tyres as a result of driving over these potholes as the potholes were disguised by extensive rainwater. I myself caused damage to my car, despite travelling very slowly, as it was impossible to see how to avoid these holes. This road is used by school traffic, commuters and farm machinery. It is also a popular cycle route and the potholes now provide a dangerous hazard to cyclists. That part of the road is often crossed by horses using designated horse riding grass tracks. Urgent attention is needed.
State:	Cleared
Grid Ref.:	618214 236179
Insight CRNo:	553415
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
Overgrowth	
Case Type:	Overgrowth
Case Number:	42514
Asset Type:	Street
Originated Date:	03/02/2026 12:37
Service Level:	Standard
Location:	2/3 locations along the lane, all on the Holbrook-bound side.
Description:	Tractor recently cut verge and larger bushes/ shrubs are now leaning into the carriageway at 2 /3 locations along New Lane.
State:	Cleared - Maintenance
Grid Ref.:	617996 236085
Pothole(s)	
Case Type:	Pothole(s)
Case Number:	42545
Asset Type:	Carriageway

Originated Date:	03/02/2026 13:40
Service Level:	Standard
Location:	Just past sandpit cottages, multiple in a row
Description:	The pothole was around 20inches and 3/4inches deep, it has punctured my tyre and they are impossible to miss.
State:	Cleared - Maintenance
Grid Ref.:	618220 236179
Attachments	
PWPFFile-820dcf06-d171-4c05-9ea8-89495204bd12.jpeg:	

Pothole(s)	
Case Type:	Pothole(s)
Case Number:	42761
Asset Type:	Carriageway
Originated Date:	04/02/2026 08:46
Service Level:	Standard
Location:	Just past sandpit cottages, new lane, holbrook
Description:	Cluster of potholes, impossible to miss across the whole road. Around 5 inches deep, around 30 inches wide, No where to go on the road and miss them, driving very slow at the time around the corner . We where Only on this stretch of road as with no warning the main road had been closed, with no diversion signs, so not knowing where to go and where to rejoin the mainroad we have ended up with a blown tyre and 2 hours sitting for roadside recovery. Avoid this stretch of road.
State:	Cleared
Grid Ref.:	618227 236180

Pothole(s)	
Case Type:	Pothole(s)
Case Number:	42846
Asset Type:	Carriageway
Originated Date:	04/02/2026 11:38

Service Level:	Standard
Location:	by the houses on New Lane towards harkstead
Description:	Multiple potholes all excessively deep and large, I drove through very slowly and as a result had a blow out and damage to my wheel, I had to wait for over 2 hours on my own for recovery, this has clearly caused significant damage to multiple cars . Horses and cyclists use this road regularly, you have patched this area up multiple times and after a few months it is in disrepair again. Please fix this properly asap.
State:	Cleared
Grid Ref.:	618232 236182
Pothole(s)	
Case Type:	Pothole(s)
Case Number:	43534
Asset Type:	Street
Originated Date:	06/02/2026 08:44
Service Level:	Emergency
Location:	Near to sandpit cottages
Description:	Series of potholes already reported - but appears to have merged into one larger one over night. Currently 5x vehicles stuck in the lane with multiple burst tyres
State:	Cleared
Grid Ref.:	618177 236172
Pothole(s)	
Case Type:	Pothole(s)
Case Number:	43696
Asset Type:	Carriageway
Originated Date:	06/02/2026 12:18
Service Level:	Standard
Location:	On the bend
Description:	Two huge potholes at least 20cm deep caused double blowout for me & at least two other cars within minutes. There are two smaller ones but not as deep
State:	Cleared
Grid Ref.:	618198 236176

Attachments

PWPFile-290899fd-c9bd-4d32-a865-5f5d8ed53702.jpeg:



PWPFile-85874ca0-7d29-4c8c-8fd0-0a18a5de30b2.jpeg:



PWPFile-8e001961-b0be-4a8c-9dfe-c4d82e0ecd15.jpeg:



Pothole(s)

Case Type:	Pothole(s)
Case Number:	43833
Asset Type:	Carriageway
Originated Date:	06/02/2026 15:36
Service Level:	Standard
Location:	New Lane, Holbrook - Just East of Sandpit Cottages

Description:	Double blowout today caused by deep, wide, water-covered potholes on New Lane, Holbrook. They were undetectable due to standing water. As we waited roadside for recovery, we witnessed multiple other vehicles suffer damage. This hazard has been reported several times before. We note one new 20-working-day repair order raised today against a report raised three working days ago. That timeframe is not acceptable in light of the ongoing risk. Unless this heavily used road is urgently repaired or temporarily closed, many more vehicles will suffer serious damage. This road is no longer safe for public use. Please escalate.		
State:	Cleared		
Grid Ref.:	618193 236175		
Pothole(s)			
Case Type:	Pothole(s)		
Case Number:	43989		
Asset Type:	Carriageway		
Originated Date:	07/02/2026 07:32		
Service Level:	Standard		
Location:	All over the road, can't miss them		
Description:	Deep dangerous pot holes		
State:	Cleared		
Grid Ref.:	618237 236185		
Pothole(s)			
Case Type:	Pothole(s)		
Case Number:	44011		
Asset Type:	Carriageway		
Originated Date:	07/02/2026 09:42		
Service Level:	Standard		
Location:	In front of cottages		
Description:	Two massive pot holes side by side, impossible to miss and very deep. Punctured my front offside tyre		
State:	Cleared		
Grid Ref.:	618224 236180		
Pothole(s)			
Case Type:	Pothole(s)		
Case Number:	44659		
Asset Type:	Carriageway		
Originated Date:	09/02/2026 11:09		

Service Level:	Standard
Location:	New Lane, Holbrook, Suffolk
Description:	Major potholes which have caused irreparable damage to my front tyre
State:	Cleared
Grid Ref.:	618246 236188

Attachments

PWPFile-2e3c4635-5198-408a-ba07-7509e25c63e5.jpeg:



PWPFile-9bfe0f3a-0435-4e01-84c0-1d0fb5068128.jpeg:



PWPFile-a1e0338b-0897-40f8-a1c7-c65be8051076.jpeg:





Pothole(s)	
Case Type:	Pothole(s)
Case Number:	45223
Asset Type:	Carriageway
Originated Date:	10/02/2026 11:15
Service Level:	Standard
Location:	Opposite / outside Sandpit Cottages on New Lane Woolverstone, IP9
Description:	Many complaints already registered should impress the severity of road damage & very dangerous potholes still accumulating at this location. I have lived in this area for over 40 years and the state of the road has never been this compromised , dangerous & virtually unusable. This is a critical repair that needs addressing with immediate effect. No excuses.
State:	Cleared
Grid Ref.:	618205 236179

New Claim Received	
Case Type:	New Claim Received
Case Number:	45481
Asset Type:	Street
Originated Date:	10/02/2026 16:03
Service Level:	Standard
Location:	Just past sandpit cottages, new lane, holbrook
Description:	Claim requested - claims leaflet sent
State:	Queued
Grid Ref.:	618227 236180
Claim Type:	Green Claim

Pothole(s)	
Case Type:	Pothole(s)

Case Number:	45754
Asset Type:	Carriageway
Originated Date:	11/02/2026 09:53
Service Level:	Standard
Location:	nearest to sandpit cottages on New Lane
Description:	I have hit a pothole it was covered in water so I couldn't see them, and I have blown 2 tyres. I couldn't avoid them. felt like my wheel went into it. i wish to make a claim
State:	Cleared
Grid Ref.:	618201 236176

Pothole(s)

Case Type:	Pothole(s)
Case Number:	46326
Asset Type:	Carriageway
Originated Date:	12/02/2026 11:47
Service Level:	Standard
Location:	Can't miss them
Description:	Very large potholes everywhere
State:	Cleared
Grid Ref.:	618253 236190

New Claim Received

Case Type:	New Claim Received
Case Number:	46494
Originated Date:	12/02/2026 00:00
Service Level:	Standard
Location:	In front of cottages
Description:	Two massive pot holes side by side, impossible to miss and very deep. Punctured my front offside tyre
State:	Cleared
Grid Ref.:	618224 236180
Red Claim Type:	Carriageway pothole
Red Claim Status:	Acknowledgement Sent

Attachments

Email recieved from customer:

Pothole(s)

Case Type:	Pothole(s)
Case Number:	46608
Asset Type:	Carriageway
Originated Date:	12/02/2026 18:04
Service Level:	Standard
Location:	By Sandpit Cottages
Description:	Numerous potholes and a broken road. 2 potholes are positive craters. Can't see how deep when full of water. Tyre shredders for sure and very dangerous for cyclists who might not realise how deep they are
State:	Cleared
Grid Ref.:	618263 236201

New Claim Received

Case Type:	New Claim Received
Case Number:	46924
Originated Date:	13/02/2026 11:56
Service Level:	Standard
Location:	New Lane, Holbrook, Suffolk
Description:	Major potholes which have caused irreparable damage to my front tyre Customer would like to claim for vehicle damage
State:	Queued
Grid Ref.:	618246 236188

Attachments

PWPFile-2e3c4635-5198-408a-ba07-7509e25c63e5.jpeg:



PWPFile-9bfe0f3a-0435-4e01-84c0-1d0fb5068128.jpeg:



PWPFile-a1e0338b-0897-40f8-a1c7-c65be8051076.jpeg:



PWPFile-fbb4d6b5-2134-4f5e-b052-6bd233284d5b.jpeg:



Pothole(s)	
Case Type:	Pothole(s)
Case Number:	48110
Asset Type:	Carriageway
Originated Date:	13/02/2026 17:18
Service Level:	Standard
Location:	All over the road.
Description:	Major potholes as reported. Lost 2 tires so replacement and call out altogether £475. Not happy. Road is impassable without going over them and they arent small potholes
State:	Cleared
Grid Ref.:	618259 236194

POTH - Pothole

Case Number: 552062

Case Type: POTH - Pothole

Recorded Date/Time: 24/01/2026 09:32

Stage: RECORDED

Service Code:	SERV
Location:	Just before the houses on the right if you.re heading towards Holbrook
Request Type:	POTH - Pothole
External Reference:	
Priority:	STD - Standard
Analysis Code 1:	POTH
Analysis Code 2:	POTH
Description:	A collection of about 9 potholes, all larger than required to be able to report and all within a 4 meter square.

Customer Supplied
 Photograph=<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/3e888d93-0491-483d-9ffc-8b31e74b978f.jpeg>

Additional Fields:	Below fields are for Insurance team use ONLY: Green Claim: Closure Reason= Green Claim: Settled Amount= Red Claim: Type= Red Claim: Reason for Settlement= HGV Report Information: Damage to road/verge/land= Closure Reason= Reason for Settlement= Damage to road/verge/land= Closure Reason= Reason for Settlement= Damage to road/verge/land= Closure Reason= Reason for Settlement= Vehicle travelling on an unsuitable minor road= Settled Amount= Vehicle travelling on an unsuitable minor road= Settled Amount= Vehicle travelling on a weight restricted road= Other= Parish= Date of incident= Haulage Company name= Company Address Line 1= Company Address Line 2= Company Address Line 3= Company Address Line 4= Company Address Line 5= Vehicle registration number=
--------------------	---

POTH - Pothole

Case Number:	553326
Case Type:	POTH - Pothole
Recorded Date/Time:	28/01/2026 14:14
Stage:	RECORDED
Service Code:	SERV
Location:	Opposite the houses at the intersection of the road with the track.
Request Type:	POTH - Pothole

External Reference:	
Priority:	STD - Standard
Analysis Code 1:	POTH
Analysis Code 2:	POTH
Description:	I'd estimate these holes to be at least 10cm and maybe 20cms in depth. Sizes vary but around 50cm. These are continuously being reported. Occasionally someone from the houses nearby sticks a cone over the bad ones and occasionally the roads team make a temporary repair which allows the to clear all the complaints on here. This road is on the School run for many children and it's the way many people on the peninsula get to Manningtree Station and hence to London. The road is more important than its designation implies. Thump, thump from passing cars must be a great nuisance to the residents.
Additional Fields:	Customer Supplied Photograph= Below fields are for Insurance team use ONLY: Green Claim: Closure Reason= Green Claim: Settled Amount= Red Claim: Type= Red Claim: Reason for Settlement= HGV Report Information: Damage to road/verge/land= Closure Reason= Reason for Settlement= Damage to road/verge/land= Closure Reason= Reason for Settlement= Damage to road/verge/land= Closure Reason= Reason for Settlement= Vehicle travelling on an unsuitable minor road= Settled Amount= Vehicle travelling on an unsuitable minor road= Settled Amount= Vehicle travelling on a weight restricted road= Other= Parish= Date of incident= Haulage Company name= Company Address Line 1= Company Address Line 2= Company Address Line 3= Company Address Line 4= Company Address Line 5= Vehicle registration number=
POTH - Pothole	
Case Number:	553415
Case Type:	POTH - Pothole
Recorded Date/Time:	28/01/2026 16:47
Stage:	RECORDED
Service Code:	SERV
Location:	Just past Sandpit Cottages when travelling from Holbroo
Request Type:	POTH - Pothole

External Reference:	
Priority:	STD - Standard
Analysis Code 1:	POTH
Analysis Code 2:	POTH
Description:	This whole area has multiple potholes, some of which must be way in excess of 10 cms in depth. It is now impossible to pass this bit of the road without sinking into one or two of these potholes. Yesterday two cars had flat tyres as a result of driving over these potholes as the potholes were disguised by extensive rainwater. I myself caused damage to my car, despite travelling very slowly, as it was impossible to see how to avoid these holes. This road is used by school traffic, commuters and farm machinery. It is also a popular cycle route and the potholes now provide a dangerous hazard to cyclists. That part of the road is often crossed by horses using designated horse riding grass tracks. Urgent attention is needed.
Additional Fields:	Customer Supplied Photograph= Below fields are for Insurance team use ONLY: Green Claim: Closure Reason= Green Claim: Settled Amount= Red Claim: Type= Red Claim: Reason for Settlement= HGV Report Information: Damage to road/verge/land= Closure Reason= Reason for Settlement= Damage to road/verge/land= Closure Reason= Reason for Settlement= Damage to road/verge/land= Closure Reason= Reason for Settlement= Vehicle travelling on an unsuitable minor road= Settled Amount= Vehicle travelling on an unsuitable minor road= Settled Amount= Vehicle travelling on a weight restricted road= Other= Parish= Date of incident= Haulage Company name= Company Address Line 1= Company Address Line 2= Company Address Line 3= Company Address Line 4= Company Address Line 5= Vehicle registration number=

















SUFFOLK HIGHWAYS

www.suffolk.gov.uk/highways

Highway Maintenance Works

Permit No:

~~L160044537-SV-01~~
L160044322-R7-01

Start Date:

~~10/03/2026~~
10/03/2026

End Date:

~~25/03/2026~~
25/03/2026

Thank you for your patience whilst we improve
Suffolk's highways

Emergency Contact: 0345 606 6171



report a fault

highwaysreporting.suffolk.gov.uk



what's happening in my area?

<https://one.network>



follow us

@suff_highways



follow us

@suffolk highways







WORKS COMPLETION FORM

Job Reference : 44322/44322	Completion Date/Time : 16-Mar-2026 12:
TM Type : Road Closure	Planned End Date : 16/03/2026
TM Removed : Yes	Client End Date : 06/03/2026 16.30
Site Address : NEW LANE	Job Description: OR000517 44322 Reactive Maintenance just before sandpit cottages New Lane, Holbrook, Suffolk tree root has lifted up the paving I use a mobility scooter and

Additional Comments :	Signature 
-----------------------	---

Photos

	Latitude : 51.9809097 Longitude : 1.1759444 Accuracy : fused (Accuracy 34.78m) Notes :
	Latitude : 51.9807647 Longitude : 1.1757109 Accuracy : fused (Accuracy 42.5m) Notes :
	Latitude : 51.9807647 Longitude : 1.1757109 Accuracy : fused (Accuracy 42.5m) Notes :

WORKS COMPLETION FORM

Job Reference : 44322/44322

Completion Date/Time : 16-Mar-2026 12:

TM Type : Road Closure

Planned End Date : 16/03/2026

TM Removed : Yes

Client End Date : 06/03/2026 16.30

Site Address : NEW LANE

Job Description:

OR000517

44322

Reactive Maintenance

just before sandpit cottages

New Lane, Holbrook, Suffolk

tree root has lifted up the paving I use a
mobility scooter and

Additional Comments :

Signature



Photos

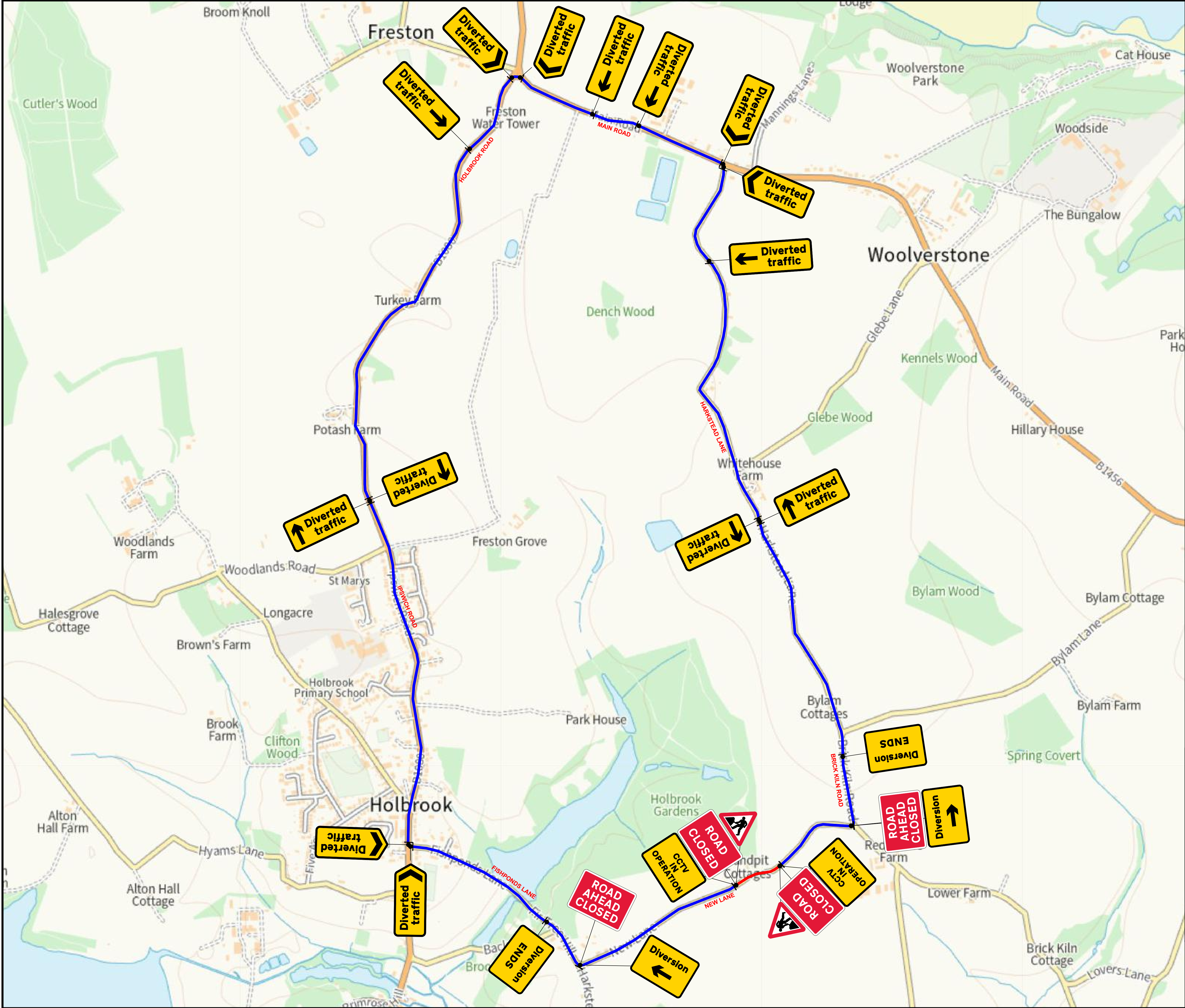


Latitude : 51.9802898

Longitude : 1.1759352

Accuracy : fused (Accuracy 69.379m)

Notes :



C&L

TRAFFIC MANAGEMENT

C & L TRAFFIC MANAGEMENT, HEMINGSTONE FRUIT FARM, MAIN ROAD, HEMINGSTONE, SUFFOLK. IP6 9RJ

NOTES

1. ALL DIMENSIONS ARE IN METRES UNLESS OTHERWISE STATED.

2. ALL TRAFFIC MANAGEMENT TO COMPLY WITH CHAPTER 8 AND ANY UPDATES, AND SAFETY AT STREET WORKS AND ROADWORKS (A CODE OF PRACTICE).

3. ALL ROAD MARKINGS AND SIGNS TO BE AS PER THE TRAFFIC SIGNS REGULATIONS AND GENERAL DIRECTIONS 2016.

4. ALL PERMANENT TRAFFIC SIGNALS WILL BE BAGGED OR SWITCHED OFF. AT TIMES THAT TEMPORARY TRAFFIC SIGNALS ARE BEING USED, THIS SHOULD BE DONE WITH THE APPROVAL FROM SAID AUTHORITY.

CLIENT

SUFFOLK
HIGHWAYS

www.suffolk.gov.uk/highways

SITE ADDRESS

NEW LANE, HOLBROOK, BABERGH, SUFFOLK, IP9 2RE.

DIVERSION ROUTE

BRICK KILN ROAD
>
HARKSTEAD LANE
>
MAIN ROAD
>
HOLBROOK ROAD
>
IPSWICH ROAD
>
FISHPONDS LANE
&
VICE VERSA

DRAWING TITLE

ROAD CLOSURE

DRAWN BY

S.LEEKS

DATE

13/03/2026

Rev.	Rev. Date	Purpose of revision	Revised
1	XX/XX/2021	.	
2	XX/XX/2021	.	
3	XX/XX/2021	.	

SCALE

NTS

PAGE NO.

01 OF 01

DRAWING NUMBER

LA44322-001

This drawing is not to be used in whole or part other than for the intended purpose and project as defined on this drawing. Refer to the contract for full terms and conditions.