

Environmental Information Regulations – Response - 27703

14900 CR52555 claim response

Follow on to 27584

Thank you for providing the information for the freedom of information act, the dates requested were from february 2025 to february 2026 i was on the assumption this would include till the end of february 28th 2026 which it doesn't. Would you be able to provide me with the month in question, which would be the 1st of february 2026 to the 28th of february 2026.

The co ordinates of the area that i am requesting are

Latitude: 52.32459

Longitude: 1.12490

Carelston way road

As per the attached file named '27703_Report.pdf'

Asset Location History Report Aurora

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

Search Parameters

Current User Extent:

From: 01/02/2026

To: 28/02/2026

Include: All

Location: Street : Castleton Way Eye, Suffolk

Selected Spatial Area:

Report Run Date: 14/08/2026

Road Classification Information

USRN

USRN: 25500314

Road Number: C527

Address: CASTLETON WAY

Town: EYE

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: Link Footways (3)

Length: 1196.77

Case

Insight Legacy Report

Case Type: Insight Legacy Report

Case Number: 38660

Asset Type: Street

Originated Date: 14/01/2026 13:54

Service Level: Standard

Location: Castleton Way, Eye, Mid Suffolk, Suffolk, England, IP23 7FF,

Description: These potholes have been here for two months and they are getting larger

State: Cleared

Grid Ref.:	613547 274170
Insight CRNo:	548943
Insight Request Type:	Pothole (POTH)
Insight Service Code:	LIVE (SERV)
Insight Analysis Code 1:	Pothole (POTH)
Insight Analysis Code 2:	Fault Report (FLTR))
Insight External Ref:	Gibsl3
Insight Priority Code:	Standard (STD)
Insight Stage:	MAINT
Insight L.A.Code Number:	360800
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:	47443
Asset Type:	Street
Originated Date:	01/02/2023 06:54
Service Level:	Standard
Application to site developer signs (Hartismere Place Care Home)	

Description:

1st payment- Await ££ and Application form

State:	Outstanding
Insight CRNo:	387971
Insight Request Type:	Street Furniture (STFR)
Insight Service Code:	LIVE (SERV)
Insight Analysis Code 1:	Other St Furniture (SFOS)
Insight Analysis Code 2:	Application (APP))
Insight Priority Code:	Standard (STD)
Insight Stage:	RECORDED

Attachments

2022-02-08 Form - signage:

2022-02-08 Form- Map overview:

Payment link and application form-requested 28 Feb 2023:

Insight Legacy Report

Case Type:	Insight Legacy Report
Case Number:	47660
Asset Type:	Street
Originated Date:	11/10/2023 15:24
Service Level:	Standard
Location:	Outside the High School
KNOWN LONG TERM DRAINAGE/FLOODING ISSUE	
Description:	Suffolk Highways has carried out an initial site investigation and determined that further action is required which cannot be done within the usual routine maintenance activities. This may include working with others, including adjacent landowners, to ensure surface water responsibilities are clear and action coordinated. We prioritise remedial works based upon their impact, any property flooding and risk to highway users - works at some lower risk locations will take longer to solve. We will continue to monitor the location as part of our routine inspections whilst we investigate and apologise for any ongoing nuisance and inconvenience the situation is causing.
State:	Queued
Grid Ref.:	613889 274144
Insight CRNo:	423952
Insight Request Type:	Drainage (DRFL)
Insight Service Code:	LIVE (SERV)
Insight Analysis Code 1:	Blckd OFlowing Drain (BLDH)
Insight Analysis Code 2:	Long Term Issue (LTI))
Insight Priority Code:	Standard (STD)
Insight Stage:	RECORDED
Pothole(s)	
Case Type:	Pothole(s)
Case Number:	49936
Asset Type:	Carriageway
Originated Date:	18/02/2026 23:22
Service Level:	Standard
Location:	The main road into the police station, hospital and care home
Description:	There are 3 big potholes. You cannot avoid them. This is the main entrance to the hospital, police station and care home
State:	Cleared
Grid Ref.:	614121 274141

Attachments

IMG_2178:



Pothole(s)

Case Type: Pothole(s)

Case Number: 50613

Asset Type: Carriageway

Originated Date: 20/02/2026 17:11

Service Level: Standard

Location: carselton way, Eye, suffolk

Description: the pothole is 65mm deep and is 5meters long. at approximately 10:30 at night on thursday 19th of february i was driving along this stretch of road doing 30mph as it was dark and wet when i entered this extremely deep and long pot hole. as soon as i hit it i had an instant message appear on my car saying low tyre pressure on the front left wheel i pulled over as soon as it appeared i could hear and see the tyre deflating. fortunately i had a spare wheel in my car and had to change the wheel on a dangerous place as i couldn't move the car. Today i've had to have the wheel and tyre replaced at my expense this is why i am reporting this claim to yourselves. i've been back today to measure the pothole which includes the width depth and length

State: Cleared - Maintenance

Grid Ref.: 613246 274223

Attachments

PWPFile-8d01cb65-074e-4271-a81e-9435b166b995.jpeg:





Pothole(s)

Case Type:	Pothole(s)
Case Number:	52767
Asset Type:	Carriageway
Originated Date:	27/02/2026 10:58
Service Level:	Standard
Location:	Just before the entrance to the airfield, if travelling towards Yaxley
Description:	Last night (26/02/26) when travelling home, I hit a pot hole on Castleton Way, just before the entrance to the airfield. It was dark and raining so I did not see the pothole. This then caused my tyre to pop and I had to leave my car, until I could get this sorted.
State:	Cleared - Maintenance
Grid Ref.:	613207 274225

Historic Data - General Maintenance

DEF - Default Action - MA03 -

Action Number:	13077
Action Type:	DEF - Default Action
Stage:	ACCEPTED
Location:	C527 Castleton way

Chainage:	0.00
XSP:	
Grid Ref.:	613329 274211
Contract:	2003
Contractor:	SHC
Defect:	MA03
Priority:	2 - P2 - within 28 days
Action Text:	
Action Reference:	
Duration:	0
Originated Date/Time:	27/07/2009 09:45
Ordered Date/Time:	27/07/2009 09:03
Description:	DBM Zone Patching
Order Number:	5277

	Rechargeable=0
	Emergency - Performance Monitoring - Rd Cat=
	Emergency - Performance Monitoring - Defect Type=
	gBiz Reference Number=
	Project manager=
	Links to WorksManager=
	Reactive LA fields for all defects:
	SR01 - Defect length and width (specify mm or m)=
	SR02 - Defect depth / level difference (mm)=
	SR03 - Position in road / footway / verge=
	SR05 - Road width (m)=
	SR08 - Available width for TM (m)=
	SR06 - Footway width (m)=
	SR12 - Observations in the work area?=
	SR11 - Additional hazards?=
	SR09 - Marked up on site?=
	SR04 - Speed limit (mph)=
	SR10 - Volume of traffic / pedestrian movement=
	SR07 - Regular TM?=
	SR13 - Action required=
	Matrix A: Debris / Spillage:
	SR14 - Type of debris / spillage=
	Matrix B & L: Level Difference:
	SR15 - Inline, or across direction of travel?=
	SR16 - Surface type=
	Matrix D & M: Ironwork:
	SR17 - Ironwork type=
	SR18 - Defect type=
	Matrix E: Flooding affecting Highway (c/way):
	SR19 - Description / cause=
	SR20 - Properties affected?=
	Matrix F: Street Furniture:
	SR21 - Furniture type=
	SR22 - Description of damage=
	Matrix G: Road Sign:
	SR23 - Sign type (inc. diagram no., size, shape)=
	SR24 - Defect cause=
	SR25 - Post information (diameter, colour, number)=
	Matrix H: Fencing & Barriers:
	SR26 - Type=
	SR27 - Defect cause=
	Matrix I: Carriageway Kerbing:
	SR28 - Type of kerbing=
	Matrix K: Footway Potholes:
	SR29 - Surface type=
	Matrix P: Vegetation:
	SR30 - Type=
	SR31 - Overhanging or ground level?=
	Matrix Q: Road Markings & Studs:
	SR32 - Description=
	SR33 - Percentage missing (%)=
	Other fields:
	SP01 - Scheme Estimated Spend=
	LVHI - Low Value High Importance?=0
	RR01 - Remedial Repair - Mode of Failure=
	Fields below are for CFSF team use ONLY:
	SP02 - Length (m)=
	SP03 - Width (m)=
	SP04 - Area (m2)=
	Fields below are for Drainage Team use ONLY:
	Cat W Status=
	Fields below are for HAE use ONLY:
	Cat W Reviewed?=
	RR02 - Remedial Agreed Outcome=
	Follow-Up Agreed Outcome=

Additional Fields:

DEF - Default Action - W07B - Cat W - Drainage

Action Number:	279428
Action Type:	DEF - Default Action
Stage:	RECORDED
Location:	Outside the high school
Chainage:	0.00
XSP:	
Grid Ref.:	613884 274143
Contract:	MILHR
Defect:	W07B - Cat W - Drainage
Priority:	W - Wishlist Works
Action Text:	
Action Reference:	
Duration:	0
Originated Date/Time:	21/09/2023 13:03

Description:	Potential work required (Jet/clear gullies and jet to outfall, dig out gullies, CCTV and root cutting, CCTV investigation, raising/installing kerbs, clear/cut grips, ditch(es) clear/regrade, pond clear/regrade, additional ditch(es) required, additional gully(s) required, additional soakaway(s) required, adapt carriageway surface level(s), repair/replace damaged pipe(s), repair/replace damaged gully/soakaway(s), issue enforcement notice, other - please describe) - Relevelling of the accesses to guide water to the gullies Description of location (Highway or private land, inside single private property, inside multiple private properties, to the walls/entrance of private property, in private garden/driveway, partial footway flood, total footway flood, partial carriageway flood, total carriageway flood, no flooding, Other – please describe) - Footway / access Any relevant CR Numbers - 421842
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Rechargeable=0
Emergency - Performance Monitoring - Rd Cat=
Emergency - Performance Monitoring - Defect Type=
gBiz Reference Number=
Project manager=
Links to WorksManager=
Reactive LA fields for all defects:
SR01 - Defect length and width (specify mm or m)=20m
SR02 - Defect depth / level difference (mm)=20m
SR03 - Position in road / footway / verge=side of c/way
SR05 - Road width (m)=5.3m
SR08 - Available width for TM (m)=n/a
SR06 - Footway width (m)=1.1m
SR12 - Observations in the work area?=n/a
SR11 - Additional hazards?=access to school
SR09 - Marked up on site?=No
SR04 - Speed limit (mph)=30
SR10 - Volume of traffic / pedestrian movement=Heavy
SR07 - Regular TM?=Yes
SR13 - Action required=N / A
Matrix A: Debris / Spillage:
SR14 - Type of debris / spillage=
Matrix B & L: Level Difference:
SR15 - Inline, or across direction of travel?=
SR16 - Surface type=
Matrix D & M: Ironwork:
SR17 - Ironwork type=
SR18 - Defect type=
Matrix E: Flooding affecting Highway (c/way):
SR19 - Description / cause:=flooding by kerbside
SR20 - Properties affected?=school
Matrix F: Street Furniture:
SR21 - Furniture type=
SR22 - Description of damage=
Matrix G: Road Sign:
SR23 - Sign type (inc. diagram no., size, shape)=
SR24 - Defect cause=
SR25 - Post information (diameter, colour, number)=
Matrix H: Fencing & Barriers:
SR26 - Type=
SR27 - Defect cause=
Matrix I: Carriageway Kerbing:
SR28 - Type of kerbing=
Matrix K: Footway Potholes:
SR29 - Surface type=
Matrix P: Vegetation:
SR30 - Type=
SR31 - Overhanging or ground level?=
Matrix Q: Road Markings & Studs:
SR32 - Description=
SR33 - Percentage missing (%)=
Other fields:
SP01 - Scheme Estimated Spend=
LVHI - Low Value High Importance?=0
RR01 - Remedial Repair - Mode of Failure=
Fields below are for CFSF team use ONLY:
SP02 - Length (m)=
SP03 - Width (m)=
SP04 - Area (m2)=
Fields below are for Drainage Team use ONLY:
Cat W Status=
Fields below are for HAE use ONLY:
Cat W Reviewed?=Reviewed
RR02 - Remedial Agreed Outcome=
Follow-Up Agreed Outcome=

Additional Fields:

Attachments

Drainage Matrix Template V2.xlsx:

DEF - Default Action - W02B - Cat W - Footways

Action Number:	294354
Action Type:	DEF - Default Action
Stage:	RECORDED
Location:	Junction with Victoria Hill
Chainage:	0.00
XSP:	
Grid Ref.:	614344 274172
Contract:	MILHR
Defect:	W02B - Cat W - Footways
Priority:	W - Wishlist Works
Action Text:	
Action Reference:	
Duration:	0
Originated Date/Time:	30/01/2024 10:49

Description:	Extent of area (start to finish point or provide coloured up plan) - Next to the junction with Victoria Hill Approx. length & width of observation area - 10 x 2m Surface type (concrete, precast concrete slabs, natural stone slabs, bituminous, block paved, slurry seal, cobbles, kerbing, tactile paving, resin bound, resin bonded surfacing) - bituminous Reason for repair (cracking, crazing, fretting, depressions, loss of texture, surface stripping, excessive potholes, uneven or missing blocks/slabs, loss of shape, open joints, displaced/missing kerbs, or edgings, raised/sunken/broken ironworks, tree root damage and weed damage) - steep camber reported by member of public Footway position - edge Footway Type (2, 3a, 3b, 4a or 4b) - 3b Urban/rural - rural Speed Limit - 30mph Carriageway and/or footway width - 6.1m, 2m Observations in same location (high stress area e.g. busy driveway/entrance, town centre/shopping area, outside schools and shops, conservation area, specific unusual usage, prone to vehicle overrun/parking on footway, controlled/uncontrolled crossings, areas within industrial estates, designated/shared use cycleways, surfaced PROW) - N/A Additional factors to consider (including if there are vulnerable groups being affected or reasons work may require an escalated response, excessive number of defects and/or customer reports or high level of political interest) - N/A Additional information required (Provide contextual photographs if safe to do so & plan of area) - N/A Any relevant CR Numbers -
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	Rechargeable=0
	Emergency - Performance Monitoring - Rd Cat=
	Emergency - Performance Monitoring - Defect Type=
	gBiz Reference Number=
	Project manager=
	Links to WorksManager=
	Reactive LA fields for all defects:
SR01 - Defect length and width (specify mm or m)=	
SR02 - Defect depth / level difference (mm)=	
SR03 - Position in road / footway / verge=	
SR05 - Road width (m)=	
SR08 - Available width for TM (m)=	
SR06 - Footway width (m)=	
SR12 - Observations in the work area?=	
SR11 - Additional hazards?=	
SR09 - Marked up on site?=	
SR04 - Speed limit (mph)=	
SR10 - Volume of traffic / pedestrian movement=	
SR07 - Regular TM?=	
SR13 - Action required=	
Matrix A: Debris / Spillage:	
SR14 - Type of debris / spillage=	
Matrix B & L: Level Difference:	
SR15 - Inline, or across direction of travel?=	
SR16 - Surface type=	
Matrix D & M: Ironwork:	
SR17 - Ironwork type=	
SR18 - Defect type=	
Matrix E: Flooding affecting Highway (c/way):	
SR19 - Description / cause=	
SR20 - Properties affected?=	
Matrix F: Street Furniture:	
SR21 - Furniture type=	
SR22 - Description of damage=	
Matrix G: Road Sign:	
SR23 - Sign type (inc. diagram no., size, shape)=	
SR24 - Defect cause=	
SR25 - Post information (diameter, colour, number)=	
Matrix H: Fencing & Barriers:	
SR26 - Type=	
SR27 - Defect cause=	
Matrix I: Carriageway Kerbing:	
SR28 - Type of kerbing=	
Matrix K: Footway Potholes:	
SR29 - Surface type=	
Matrix P: Vegetation:	
SR30 - Type=	
SR31 - Overhanging or ground level?=	
Matrix Q: Road Markings & Studs:	
SR32 - Description=	
SR33 - Percentage missing (%)=	
Other fields:	
SP01 - Scheme Estimated Spend=	
LVHI - Low Value High Importance?=0	
RR01 - Remedial Repair - Mode of Failure=	
Fields below are for CFSF team use ONLY:	
SP02 - Length (m)=	
SP03 - Width (m)=	
SP04 - Area (m2)=	
Fields below are for Drainage Team use ONLY:	
Cat W Status=	
Fields below are for HAE use ONLY:	
Cat W Reviewed?=Reviewed	
RR02 - Remedial Agreed Outcome=	
Follow-Up Agreed Outcome=	

Attachments

DEF - Default Action - RG3B - Road Sign - Unlikely/Rare info/ASD

Action Number:	306322
Action Type:	DEF - Default Action
Stage:	RECORDED
Location:	Outside Heather Cottage
Chainage:	0.00
XSP:	
Grid Ref.:	614221 274154
Contract:	MILHR
Defect:	RG3B - Road Sign - Unlikely/Rare info/ASD
Priority:	7 - Potential Works
Action Text:	
Action Reference:	
Duration:	0
Originated Date/Time:	24/04/2024 12:17
Description:	Sign requires cleaning

Additional Fields:

Rechargeable=0

Emergency - Performance Monitoring - Rd Cat=

Emergency - Performance Monitoring - Defect Type=

gBiz Reference Number=

Project manager=

Links to WorksManager=

Reactive LA fields for all defects:

SR01 - Defect length and width (specify mm or m)=600 x 600mm

sign requires cleaning

SR02 - Defect depth / level difference (mm)=n/a

SR03 - Position in road / footway / verge=footway

SR05 - Road width (m)=4.8m

SR08 - Available width for TM (m)=4.8m

SR06 - Footway width (m)=1.1m

SR12 - Observations in the work area?=n/a

SR11 - Additional hazards?=opp. junction, property accesses

SR09 - Marked up on site?=No

SR04 - Speed limit (mph)=30

SR10 - Volume of traffic / pedestrian movement=Medium

SR07 - Regular TM?=Yes

SR13 - Action required=N / A

Matrix A: Debris / Spillage:

SR14 - Type of debris / spillage=

Matrix B & L: Level Difference:

SR15 - Inline, or across direction of travel?=

SR16 - Surface type=

Matrix D & M: Ironwork:

SR17 - Ironwork type=

SR18 - Defect type=

Matrix E: Flooding affecting Highway (c/way):

SR19 - Description / cause:=

SR20 - Properties affected?=

Matrix F: Street Furniture:

SR21 - Furniture type=
 SR22 - Description of damage=
 Matrix G: Road Sign:
 SR23 - Sign type (inc. diagram no., size, shape)=600 x 600mm
 Hospital sign
 SR24 - Defect cause=Visibility obscured
 SR25 - Post information (diameter, colour, number)=2m, 76mm
 Matrix H: Fencing & Barriers:
 SR26 - Type=
 SR27 - Defect cause=
 Matrix I: Carriageway Kerbing:
 SR28 - Type of kerbing=
 Matrix K: Footway Potholes:
 SR29 - Surface type=
 Matrix P: Vegetation:
 SR30 - Type=
 SR31 - Overhanging or ground level?=
 Matrix Q: Road Markings & Studs:
 SR32 - Description=
 SR33 - Percentage missing (%)=
 Other fields:
 SP01 - Scheme Estimated Spend=
 LVHI - Low Value High Importance?=0
 RR01 - Remedial Repair - Mode of Failure=
 Fields below are for CFSF team use ONLY:
 SP02 - Length (m)=
 SP03 - Width (m)=
 SP04 - Area (m2)=
 Fields below are for Drainage Team use ONLY:
 Cat W Status=
 Fields below are for HAE use ONLY:
 Cat W Reviewed?=
 RR02 - Remedial Agreed Outcome=
 Follow-Up Agreed Outcome=

Attachments

DEF - Default Action - RP2B - Vegetation - Threatening branches

Action Number:	349753
Action Type:	DEF - Default Action
Stage:	RECORDED
Location:	22m east of bridleway
Chainage:	0.00
XSP:	
Grid Ref.:	613367 274197
Contract:	MILHR
Defect:	RP2B - Vegetation - Threatening branches
Priority:	W - Wishlist Works
Action Text:	
Action Reference:	
Duration:	0
Originated Date/Time:	12/08/2025 11:13

Description:

Is the vegetation wholly within the public highway Y/N (if the answer is no, please send the details to the Licensing & Enforcement team) - Type (hedge – type of hedge, tree - type of tree if known) - tree Approx. width and height - 3m wide/ 6m high Description of problem (roots lifting footway or carriageway, blocking access, diseased tree, overhanging limbs, trees blocking out light & signage, stump/trunk causing obstruction, roots threatening foundations/drainage, leaning trees, debris/fallen vegetation, trees affecting utilities) - overhanging tree Highway position (verge, footway, carriageway etc) - Urban or Rural - Road Type (2, 3a, 3b, 4a or 4b) - Speed Limit - Carriageway / footway / verge width - Footway Type (1, 2, 3 or 4) - Observations in same location - (including if there are vulnerable groups being affected or reasons work may require an escalated response, other potential works, conservation area, underground or overhead utilities in area,excessive number of defects and/or customer reports or high level of political interest) - Additional information required - Provide contextual photographs (showing close-up of problem area, wholetree/hedge, & location) & plan showing location of vegetation - Any relevant CR Numbers -

Additional Fields:

Rechargeable=0
Emergency - Performance Monitoring - Rd Cat=
Emergency - Performance Monitoring - Defect Type=
gBiz Reference Number=
Project manager=
Links to WorksManager=
Reactive LA fields for all defects:
SR01 - Defect length and width (specify mm or m)=overhanging
approx 3m across carriageway and approx 6m high
SR02 - Defect depth / level difference (mm)=n/a
SR03 - Position in road / footway / verge=overhanging road
SR05 - Road width (m)=5.4m
SR08 - Available width for TM (m)=2m
SR06 - Footway width (m)=n/a
SR12 - Observations in the work area?=branches hanging low
SR11 - Additional hazards?=bends,hgvs,bus route
SR09 - Marked up on site?=Yes
SR04 - Speed limit (mph)=National
SR10 - Volume of traffic / pedestrian movement=Light
SR07 - Regular TM?=Yes
SR13 - Action required=Cut back
Matrix A: Debris / Spillage:
SR14 - Type of debris / spillage=
Matrix B & L: Level Difference:
SR15 - Inline, or across direction of travel?=
SR16 - Surface type=
Matrix D & M: Ironwork:
SR17 - Ironwork type=
SR18 - Defect type=
Matrix E: Flooding affecting Highway (c/way):
SR19 - Description / cause:=
SR20 - Properties affected?=
Matrix F: Street Furniture:
SR21 - Furniture type=
SR22 - Description of damage=
Matrix G: Road Sign:
SR23 - Sign type (inc. diagram no., size, shape)=
SR24 - Defect cause=
SR25 - Post information (diameter, colour, number)=
Matrix H: Fencing & Barriers:
SR26 - Type=
SR27 - Defect cause=
Matrix I: Carriageway Kerbing:
SR28 - Type of kerbing=
Matrix K: Footway Potholes:
SR29 - Surface type=
Matrix P: Vegetation:
SR30 - Type=branches
SR31 - Overhanging or ground level?=Overhanging
Matrix Q: Road Markings & Studs:
SR32 - Description=
SR33 - Percentage missing (%)=
Other fields:
SP01 - Scheme Estimated Spend=
LVHI - Low Value High Importance?=0
RR01 - Remedial Repair - Mode of Failure=
Fields below are for CFSF team use ONLY:
SP02 - Length (m)=
SP03 - Width (m)=
SP04 - Area (m2)=
Fields below are for Drainage Team use ONLY:
Cat W Status=
Fields below are for HAE use ONLY:
Cat W Reviewed?=
RR02 - Remedial Agreed Outcome=
Follow-Up Agreed Outcome=

Attachments**Historic Data - Customer Service****STFR - Street Furniture**

Case Number: 387971

Case Type: STFR - Street Furniture

Recorded Date/Time: 01/02/2023 06:54

Stage: RECORDED

Service Code: SERV

Location:

Request Type: STFR - Street Furniture

External Reference:

Priority: STD - Standard

Analysis Code 1: SFOS

Analysis Code 2: SFOS

Description: Application to site developer signs (Hartismere Place Care Home)
1st payment- Await and Application form

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=

Attachments

2022-02-08 Form - signage:

2022-02-08 Form- Map overview:

Payment link and application form-requested 28 Feb 2023:

DRFL - Drainage

Case Number:	423952
Case Type:	DRFL - Drainage
Recorded Date/Time:	11/10/2023 16:24
Stage:	RECORDED
Service Code:	SERV
Location:	Outside the High School
Request Type:	DRFL - Drainage
External Reference:	
Priority:	STD - Standard
Analysis Code 1:	BLDH
Analysis Code 2:	BLDH

Description:	KNOWN LONG TERM DRAINAGE/FLOODING ISSUE Suffolk Highways has carried out an initial site investigation and determined that further action is required which cannot be done within the usual routine maintenance activities. This may include working with others, including adjacent landowners, to ensure surface water responsibilities are clear and action coordinated. We prioritise remedial works based upon their impact, any property flooding and risk to highway users - works at some lower risk locations will take longer to solve. We will continue to monitor the location as part of our routine inspections whilst we investigate and apologise for any ongoing nuisance and inconvenience the situation is causing.
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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:	548943
Case Type:	POTH - Pothole
Recorded Date/Time:	14/01/2026 13:54
Stage:	PROV.CLEAR
Service Code:	SERV
Location:	Castleton Way, Eye, Mid Suffolk, Suffolk, England, IP23 7FF,
Request Type:	POTH - Pothole
External Reference:	Gibsl3
Priority:	STD - Standard
Analysis Code 1:	POTH
Analysis Code 2:	POTH
Description:	These potholes have been here for two months and they are getting larger

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=
