

Environmental Information Regulations – Response - 27712

Complaint breakdown - 2163-1368-7297-8778

Report reference: 69703 & 66426

1. I would like the council to carry out a full and thorough investigation into this incident, including :reviewing the condition of Oliver Road before the date of the incident, the history of inspections carried out on the road, and the reports that had already been submitted regarding the potholes. I believe this damage could and should have been prevented.

Under the UK Environmental Information Regulations 2004 and the Freedom of Information Act 2000, public authorities are required to provide recorded information that they already hold, rather than create new information or formulate answers to questions. If a request is framed as a question, the organisation's obligation is to consider whether it holds recorded information that addresses the subject of the request and disclose that information where appropriate. Therefore, there is generally no requirement to provide explanations, opinions, interpretations, or bespoke responses. Instead, the authority can fulfil its duty by providing the relevant data, documents, records, reports, or other recorded information it holds.

Please see the .pdf file named '27712_Report

2. I would also appreciate a written explanation of the council's inspection and maintenance history for Oliver Road.

Under the UK Environmental Information Regulations 2004 and the Freedom of Information Act 2000, public authorities are required to provide recorded information that they already hold, rather than create new information or formulate answers to questions. If a request is framed as a question, the organisation's obligation is to consider whether it holds recorded information that addresses the subject of the request and disclose that information where appropriate. Therefore, there is generally no requirement to provide explanations, opinions, interpretations, or bespoke responses. Instead, the authority can fulfil its duty by providing the relevant data, documents, records, reports, or other recorded information it holds.

Details as per Suffolk County Councils Highways Maintenance Operational Plan (HMOP) which can be found at: <https://www.suffolk.gov.uk/roads-and-transport/highway-maintenance/highway-asset-management/highway-maintenance-operational-plan>

Oliver Road

Road Hierarchy - **Secondary Distributor (Type 3b)**

Footway Hierarchy - **Link Footways (Type 3)**

3. If previous reports had been received from members of the public, I would also like confirmation of how those reports were assessed and what action was taken in response.

Under the UK Environmental Information Regulations 2004 and the Freedom of Information Act 2000, public authorities are required to provide recorded information that

they already hold, rather than create new information or formulate answers to questions. If a request is framed as a question, the organisation's obligation is to consider whether it holds recorded information that addresses the subject of the request and disclose that information where appropriate. Therefore, there is generally no requirement to provide explanations, opinions, interpretations, or bespoke responses. Instead, the authority can fulfil its duty by providing the relevant data, documents, records, reports, or other recorded information it holds.

As per .pdf file named '27712_Report

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: 37401019 OLIVER ROAD

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:	338254	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	37401019			Unit Name:	FOOTWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	outside community centre				
Easting:	583075.34	Northing:	264643.21		
Expenditure Code:	ET07532E73	Defect:	RL2B	Fway Level Diff - Possible 20-40mm	
		Priority:	5	20 Working Days	
		Order No.	279795		

Originated:	28/03/2025
Selected:	28/03/2025
Ordered:	28/03/2025
Completion Due:	28/03/2025
Start:	14/04/2025
Completed:	30/04/2025

Description:	
SR01 - Defect length and width (specify mm or m)	1m x 300mm
SR02 - Defect depth / level difference (mm)	30
SR03 - Position in road / footway / verge	footway
SR04 - Speed limit (mph)	30
SR05 - Road width (m)	6.8
SR06 - Footway width (m)	1
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	6.8
SR09 - Marked up on site?	Yes
SR10 - Volume of traffic / pedestrian movement	Light
SR11 - Additional hazards?	/
SR12 - Observations in the work area?	/
SR13 - Action required	Patch
SR15 - Inline, or across direction of travel?	Across
SR16 - Surface type	Flexible
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General Maintenance LA Code Details

LA Code:	338255	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	37401019			Unit Name:	FOOTWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	community centre				
Easting:	583077.10	Northing:	264649.36		
Expenditure Code:	ET07532E73	Defect:	RL2B	Fway Level Diff - Possible 20-40mm	
		Priority:	5	20 Working Days	
		Order No.	279796		

Originated:	28/03/2025
Selected:	28/03/2025
Ordered:	28/03/2025
Completion Due:	28/03/2025
Start:	14/04/2025
Completed:	30/04/2025

Description:	
SR01 - Defect length and width (specify mm or m)	1m x 200mm
SR02 - Defect depth / level difference (mm)	30
SR03 - Position in road / footway / verge	footway
SR04 - Speed limit (mph)	30
SR05 - Road width (m)	6.8
SR06 - Footway width (m)	1.5
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	6.8
SR09 - Marked up on site?	Yes
SR10 - Volume of traffic / pedestrian movement	Light
SR11 - Additional hazards?	/
SR12 - Observations in the work area?	/
SR13 - Action required	Patch
SR15 - Inline, or across direction of travel?	Across
SR16 - Surface type	Flexible
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General Maintenance LA Code Details

LA Code:	353748	Stage:	APPROVED	Source:	REQUEST-H
NSG Ref:	37401019			Unit Name:	TREES
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	One by 105 and between 107 and 109				
Easting:	583060.63	Northing:	264631.15		
Expenditure Code:	ET07532E73	Defect:	RP5B	Vegetation - Obscured visibility at juct	
		Priority:	5	20 Working Days	
		Order No.	293260		

Originated:	14/10/2025
Selected:	14/10/2025
Ordered:	14/10/2025
Completion Due:	14/10/2025
Start:	15/10/2025
Completed:	15/10/2025

Description:	
SR01 - Defect length and width (specify mm or m)	NA
SR02 - Defect depth / level difference (mm)	na
SR03 - Position in road / footway / verge	verge
SR04 - Speed limit (mph)	20
SR05 - Road width (m)	5.0m
SR06 - Footway width (m)	!8m
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	3.0m
SR09 - Marked up on site?	No
SR10 - Volume of traffic / pedestrian movement	Medium
SR11 - Additional hazards?	na
SR12 - Observations in the work area?	na
SR13 - Action required	Cut back
SR30 - Type	please cut to min hieght 5.2m over cw and 2.4m over fw, and cut suckers from around trunk
SR31 - Overhanging or ground level?	Both
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General Maintenance LA Code Details

LA Code:	355208	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	37401019			Unit Name:	FOOTWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	Outside 53				
Easting:	583110.08	Northing:	264806.18		
Expenditure Code:	ET07532E73	Defect:	RL1B	Fway Level Diff - Very likely >40mm	
		Priority:	4	10 Working Days	
		Order No.	294482		

Originated:	06/11/2025
Selected:	06/11/2025
Ordered:	06/11/2025
Completion Due:	06/11/2025
Start:	11/11/2025
Completed:	11/11/2025

Description:	
SR01 - Defect length and width (specify mm or m)	5.5m x 1.5m
SR02 - Defect depth / level difference (mm)	85mm
SR03 - Position in road / footway / verge	Across
SR04 - Speed limit (mph)	30
SR05 - Road width (m)	6.0
SR06 - Footway width (m)	1.5
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	6.0
SR09 - Marked up on site?	Yes
SR10 - Volume of traffic / pedestrian movement	Medium
SR11 - Additional hazards?	Tree roots
SR12 - Observations in the work area?	Na
SR13 - Action required	Patch
SR29 - Surface type	Flexible
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General Maintenance LA Code Details

LA Code:	355209	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	37401019			Unit Name:	FOOTWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	Outside 149				
Easting:	583079.44	Northing:	264559.55		
Expenditure Code:	ET07532E73	Defect:	RL1B	Fway Level Diff - Very likely >40mm	
		Priority:	4	10 Working Days	
		Order No.	294483		

Originated:	06/11/2025
Selected:	06/11/2025
Ordered:	06/11/2025
Completion Due:	06/11/2025
Start:	14/11/2025
Completed:	21/11/2025

Description:	
SR01 - Defect length and width (specify mm or m)	15.0m x 1.5m
SR02 - Defect depth / level difference (mm)	70mm
SR03 - Position in road / footway / verge	Across
SR04 - Speed limit (mph)	30
SR05 - Road width (m)	6.0
SR06 - Footway width (m)	1.5
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	6.0
SR09 - Marked up on site?	Yes
SR10 - Volume of traffic / pedestrian movement	Medium
SR11 - Additional hazards?	Tree roots
SR12 - Observations in the work area?	Na
SR13 - Action required	Patch
SR29 - Surface type	Flexible
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General Maintenance LA Code Details

LA Code:	355210	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	37401019			Unit Name:	FOOTWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	Outside 147				
Easting:	583067.22	Northing:	264560.71		
Expenditure Code:	ET07532E73	Defect:	RL1B	Fway Level Diff - Very likely >40mm	
		Priority:	4	10 Working Days	
		Order No.	294484		

Originated:	06/11/2025
Selected:	06/11/2025
Ordered:	06/11/2025
Completion Due:	06/11/2025
Start:	12/11/2025
Completed:	13/11/2025

Description:	
SR01 - Defect length and width (specify mm or m)	5.0m x 1.8m
SR02 - Defect depth / level difference (mm)	60mm
SR03 - Position in road / footway / verge	Across
SR04 - Speed limit (mph)	30
SR05 - Road width (m)	6.0
SR06 - Footway width (m)	1.5
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	6.0
SR09 - Marked up on site?	Yes
SR10 - Volume of traffic / pedestrian movement	Medium
SR11 - Additional hazards?	Tree roots
SR12 - Observations in the work area?	Na
SR13 - Action required	Patch
SR29 - Surface type	Flexible
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General Maintenance LA Code Details

LA Code:	358459	Stage:	APPROVED	Source:	REQUEST-H
NSG Ref:	37401019			Unit Name:	CARRIAGEWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	Near the westley road end of Oliver road				
Easting:	583211.84	Northing:	264317.37		
Expenditure Code:	ET07532E73	Defect:	RC2B	Cway Defects - Likely 40-100mm	
		Priority:	5	20 Working Days	
		Order No.	297333		

Originated:	16/12/2025
Selected:	17/12/2025
Ordered:	17/12/2025
Completion Due:	16/12/2025
Start:	15/01/2026
Completed:	15/01/2026

Description:	
SR01 - Defect length and width (specify mm or m)	400mm x 400mm
SR02 - Defect depth / level difference (mm)	65
SR03 - Position in road / footway / verge	centre
SR04 - Speed limit (mph)	30
SR05 - Road width (m)	5
SR06 - Footway width (m)	1
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	3
SR09 - Marked up on site?	Yes
SR10 - Volume of traffic / pedestrian movement	Light
SR11 - Additional hazards?	traffic island
SR12 - Observations in the work area?	/
SR13 - Action required	Patch
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General Maintenance LA Code Details

LA Code:	358460	Stage:	APPROVED	Source:	REQUEST-H
NSG Ref:	37401019			Unit Name:	CARRIAGEWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	Oliver Road past the school				
Easting:	583213.50	Northing:	264435.28		
Expenditure Code:	ET07532E73	Defect:	RC2B	Cway Defects - Likely 40-100mm	
		Priority:	5	20 Working Days	
		Order No.	297334		

Originated:	16/12/2025
Selected:	17/12/2025
Ordered:	17/12/2025
Completion Due:	16/12/2025
Start:	15/01/2026
Completed:	15/01/2026

Description:	
SR01 - Defect length and width (specify mm or m)	300mm x 500mm
SR02 - Defect depth / level difference (mm)	60
SR03 - Position in road / footway / verge	centre
SR04 - Speed limit (mph)	30
SR05 - Road width (m)	5
SR06 - Footway width (m)	1
SR07 - Regular TM?	Yes
SR08 - Available width for TM (m)	3
SR09 - Marked up on site?	Yes
SR10 - Volume of traffic / pedestrian movement	Light
SR11 - Additional hazards?	traffic island
SR12 - Observations in the work area?	/
SR13 - Action required	Patch
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General Maintenance LA Code Details

LA Code:	360271	Stage:	APPROVED	Source:	REQUEST-H
NSG Ref:	37401019			Unit Name:	CARRIAGEWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	Newmarket Road end, I believe outside No.3/5 Oliver Road				
Easting:	583191.70	Northing:	264978.52		
Expenditure Code:	ET07532E73	Defect:	RC2B	Cway Defects - Likely 40-100mm	
		Priority:	5	20 Working Days	
		Order No.	298966		

Originated: 12/01/2026

Selected: 14/01/2026

Ordered: 14/01/2026

Completion Due: 12/01/2026

Start: 06/02/2026

Completed: 06/02/2026

Description:

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

400mm x 800mm

SR02 - Defect depth / level difference (mm)

unable to measure

SR03 - Position in road / footway / verge

centre

SR04 - Speed limit (mph)

30

SR05 - Road width (m)

6

SR06 - Footway width (m)

1

SR07 - Regular TM?

No

SR08 - Available width for TM (m)

3

SR09 - Marked up on site?

Yes

SR10 - Volume of traffic / pedestrian movement

Light

SR11 - Additional hazards?

/

SR12 - Observations in the work area?

/

SR13 - Action required

Patch

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General Maintenance LA Code Details

LA Code:	361697	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	37401019			Unit Name:	CARRIAGEWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	near ridley road junction				
Easting:	583094.06	Northing:	264737.21		
Expenditure Code:	KM04011222	Defect:	RC2B	Cway Defects - Likely 40-100mm	
		Priority:	5	20 Working Days	
		Order No.	300299		
Originated:	23/01/2026				
Selected:	23/01/2026				
Ordered:	23/01/2026				
Completion Due:	23/01/2026				
Start:	09/02/2026				
Completed:	09/02/2026				
Description:					
SR01 - Defect length and width (specify mm or m)		500mm x 500mm			
SR02 - Defect depth / level difference (mm)		unable to measure			
SR03 - Position in road / footway / verge		centre			
SR04 - Speed limit (mph)		30			
SR05 - Road width (m)		6.5			
SR06 - Footway width (m)		1			
SR07 - Regular TM?		Yes			
SR08 - Available width for TM (m)		3			
SR09 - Marked up on site?		No			
SR10 - Volume of traffic / pedestrian movement		Light			
SR11 - Additional hazards?		near junction			
SR12 - Observations in the work area?		/			
SR13 - Action required		Patch			
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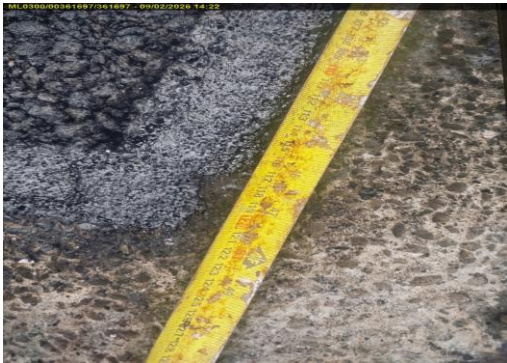
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General Maintenance LA Code Details

LA Code:	361718	Stage:	APPROVED	Source:	REQUEST-H
NSG Ref:	37401019			Unit Name:	CARRIAGEWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	Outside of no.2a				
Easting:	583185.08	Northing:	264962.99		
Expenditure Code:	KM04011222	Defect:	RQ2B	Rd Marks/Studs - Possible other priority	
		Priority:	6	14 Calendar Weeks	
		Order No.	300320		
Originated:	23/01/2026				
Selected:	23/01/2026				
Ordered:	23/01/2026				
Completion Due:	23/01/2026				
Start:	05/05/2026				
Completed:	05/05/2026				
Description:					
SR01 - Defect length and width (specify mm or m)	faded disabled parking bay just before giveway markings				
SR02 - Defect depth / level difference (mm)	/				
SR03 - Position in road / footway / verge	carriageway				
SR04 - Speed limit (mph)	30				
SR05 - Road width (m)	6.7				
SR06 - Footway width (m)	2				
SR07 - Regular TM?	Yes				
SR08 - Available width for TM (m)	3				
SR09 - Marked up on site?	No				
SR10 - Volume of traffic / pedestrian movement	Light				
SR11 - Additional hazards?	traffic island				
SR12 - Observations in the work area?	/				
SR13 - Action required	N / A				
SR32 - Description	faded disabled parking bay outside 2a				
SR33 - Percentage missing (%)	80				
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General Maintenance LA Code Details

LA Code:	361727	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	37401019			Unit Name:	CARRIAGEWAY
Address:	OLIVER ROAD BURY ST EDMUNDS				
Section:	4U5501/10				
Location:	near ridley road junction				
Easting:	583095.22	Northing:	264736.74		
Expenditure Code:	KM04011222	Defect:	RC2B	Cway Defects - Likely 40-100mm	
		Priority:	5	20 Working Days	
		Order No.	300329		

Originated: 23/01/2026

Selected: 23/01/2026

Ordered: 23/01/2026

Completion Due: 23/01/2026

Start: 09/02/2026

Completed: 09/02/2026

Description:

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

500mm x 400mm

SR02 - Defect depth / level difference (mm)

unable to measure

SR03 - Position in road / footway / verge

centre

SR04 - Speed limit (mph)

30

SR05 - Road width (m)

6.5

SR06 - Footway width (m)

1

SR07 - Regular TM?

Yes

SR08 - Available width for TM (m)

3

SR09 - Marked up on site?

No

SR10 - Volume of traffic / pedestrian movement

Light

SR11 - Additional hazards?

near junction

SR12 - Observations in the work area?

/

SR13 - Action required

Patch

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f_1770647724758.jpg



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Photo

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Photo

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Photo

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lestone-mwf-1770647838638.pdf

Customer Report Details

9

CRNO: 505604 **NSG Reference:** 37401019 **Date and Time Recorded:** 01/02/2025 13:20
Request Type: Pothole **Issue Type:** Pothole

Customer Details

Name: [REDACTED]
Address: OLIVER ROAD BURY ST EDMUNDS
Telephone: 01234567890
Email:
Contact Type: WEB

Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS
Location: If from Westley School, on the left before first traffic calming
Grid Reference: 583101.89 - 264747.64

Customer Report Description

Large split in the road causing significant bang when driving over

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	01/02/2025	13:20	REQUEST-RECORDED						
2	01/02/2025	13:20	CUSTOMER-ADDED						
3	01/02/2025	13:20	ACTION-RECORDED						
4	03/02/2025	10:02	ACTION-CLEARED						
5	03/02/2025	10:02	EVENT-RECORDED	HAO Site Visit Scheduled					
6	03/02/2025	10:02	STD-INSPECTION						
7	04/02/2025	10:03	INSPECT-CLEARED						
8	04/02/2025	10:03	EVENT-RECORDED	Works Have Already Been Ordered					
9	04/02/2025	10:03	REQUEST-CLEARED						

Customer Report Details						11
CRNO:	505724	NSG Reference:	37401019	Date and Time Recorded:	02/02/2025	15:31
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

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

Location of Report

Address:	OLIVER ROAD BURY ST EDMUNDS
Location:	Outside Number 54 Oliver Road IP33
Grid Reference:	583095.96 - 264733.33

Customer Report Description

An extremely wide and large pothole on Oliver Road, it appears there is some pipe work uncovered and exposed

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	02/02/2025	15:31	REQUEST-RECORDED						
2	02/02/2025	15:31	CUSTOMER-ADDED						
3	02/02/2025	15:31	ACTION-RECORDED						
4	02/02/2025	15:31	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00505724 OLIVER ROAD, BURY ST EDMUNDS Date reported: 02/02/2025 Description: An extremely wide and large pothole on Oliver Road, it appears there is some pipe work uncovered and exposed 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=00505724 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	03/02/2025	10:03	ACTION-CLEARED		
6	03/02/2025	10:03	EVENT-RECORDED		HAO Site Visit Scheduled
7	03/02/2025	10:03	STD-INSPECTION		
8	04/02/2025	10:03	INSPECT-CLEARED		
9	04/02/2025	10:03	EVENT-RECORDED		Works Have Already Been Ordered
10	04/02/2025	10:03	REQUEST-CLEARED		
11	04/02/2025	10:03	EVENT-RECORDED	C13 - Works already ordered Thank you for logging a report. Your report reference number is: 00505724 OLIVER ROAD, BURY ST EDMUNDS Date reported: 02/02/2025 Description: An extremely wide and large pothole on Oliver Road, it appears there is some pipe work uncovered and exposed We are pleased to confirm that work has been ordered to address this issue. 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=00505724 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	Clearance e-mail to Customer
Customer Supplied Photograph				https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2025-02/aaa2ca30-ecaa-470d-98e1-3e2db5723d10.jpeg	

Customer Report Details						11
CRNO:	509192	NSG Reference:	37401019	Date and Time Recorded:	21/02/2025	10:39
Request Type:	Drainage	Issue Type:				Blckd OFlowing Drain

Customer Details

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

Location of Report

Address:	OLIVER ROAD BURY ST EDMUNDS
Location:	At the front of our house to the left hand side of the building.
Grid Reference:	583173.32 - 264965.87

Customer Report Description

Our downpipe at the front of our house is blocked and after further investigation it is due to roots coming up through the drain away and they have totally blocked the pipe.

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	21/02/2025	10:39	REQUEST-RECORDED								
2	21/02/2025	10:39	CUSTOMER-ADDED								
3	21/02/2025	10:39	ACTION-RECORDED								
4	21/02/2025	10:39	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00509192 OLIVER ROAD, BURY ST EDMUNDS Date reported: 21/02/2025 Description: Our downpipe at the front of our house is blockedand after further investigation it is due to roots coming up through the drain away and they have totally blocked the pipe. Suffolk Highways will investigate your report and make a decision on anyaction 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=00509192 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	26/02/2025	09:07	ACTION-CLEARED		
6	26/02/2025	09:07	EVENT-RECORDED		HAO Site Visit Scheduled
7	26/02/2025	09:07	STD-INSPECTION		
8	05/03/2025	12:46	INSPECT-CLEARED		
9	05/03/2025	12:46	EVENT-RECORDED		Not on a Maintainable Highway
10	05/03/2025	12:46	REQUEST-CLEARED		
11	05/03/2025	12:46	EVENT-RECORDED	C05 - Not maintained by Suffolk County Council Thank you for logging a report. Your report reference number is: 00509192 OLIVER ROAD, BURY ST EDMUNDS Date reported: 21/02/2025 Description: Our downpipe at the front of our house is blocked and after further investigation it is due to roots coming up through the drain away and they have totally blocked the pipe. We have to prioritise everything that we do to make sure that we spend money and effort on the right type of work at the right time. This includes making sure that we spend our limited budgets only on public highways which are legally managed and maintained by Suffolk County Council.

 The issue you have raised is not on a highway maintained by us and we are therefore unable to take any action.

 For further information about highways maintained by us, please visit http://www.suffolk.gov.uk/publicandprivateroads

 We are sorry that we cannot tell you who is who is responsible for this location, but the relevant local borough, district, parish or town council for the location may know - you can find their contact information on our website at http://www.suffolk.gov.uk/localcouncils

 There are numerous organisations and individuals who own areas of land which are used by the public but are not maintained by us - some examples are shown below.

 <u>Private streets</u>
 Some streets are in	Clearance e-mail to Customer

private ownership and are therefore not maintained by Suffolk County Council. Property owners who access their premises from a private street may be responsible for maintenance. **Areas beyond the extent of the maintained highway** The extent of the maintained highway usually includes the road, pavement or verge. Usually hedges, ditches, fences adjacent to a road or footway are beyond the extent of the highway and are part of the adjacent landowner's property. **Shared driveways, accesses and parking areas** These areas are not the responsibility of Suffolk County Council if they are not part of the maintained highway. Areas of shared ownership often appear in property deeds. If you are a tenant, you may wish to contact your landlord.

New developments Public areas including roads and pavements in new developments are usually the responsibility of the developer. In some cases, the roads will be taken over by Suffolk County Council but this can be a number of years after the development has been built. Please contact the developer to raise your concerns.

Trading and industrial estates Usually the roads on trading estates and industrial estates are not part of the maintained highway. The owner or manager of the estate should be contacted with your concerns. Sometimes their details are displayed on signs at the entry/exit points. 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=00509192> 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

Customer Supplied Photograph

<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2025-02/a0dad3e0-58fe-4feb-8857-98711a5d7f76.jpg>

Customer Report Details

22

CRNO: 510450 NSG Reference: 37401019 Date and Time Recorded: 27/02/2025 14:12
Request Type: Drainage Issue Type: Blckd OFlowing Drain

Customer Details

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

Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS
Location: Drain on road in front of 7 Oliver road ip333jh
Grid Reference: 583175.64 - 264968.18

Customer Report Description

Soak away drain on road is totally blocked. I have been advices by a roofing and gutting company who have come to unblock our down pipe that this may be due to the tree roots growing into the pipe under the ground. I have now had my down pipe cleared but this will be a recurring issue if not cleared. It has already caused damp issues in our house.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	27/02/2025	14:12	REQUEST-RECORDED						
1	27/02/2025	14:12	REQUEST-RECORDED						
2	27/02/2025	14:12	CUSTOMER-ADDED						
2	27/02/2025	14:12	CUSTOMER-ADDED						
3	27/02/2025	14:12	ACTION-RECORDED						
3	27/02/2025	14:12	ACTION-RECORDED						
4	27/02/2025	14:12	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00510450 OLIVER ROAD, BURY ST EDMUNDS Date reported: 27/02/2025 Description: Soak away drain on road is totally blocked. I have been advices by a roofing and gutting company who have come to unblock our down pipe that this may be due to the tree roots growing into the pipe under the ground. I have now had my down pipe cleared but this will be a recurring issue if not cleared. It has already caused damp issues in our house. 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.			Recorded e-mail to Customer		

				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=00510450 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	
4	27/02/2025	14:12	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00510450 OLIVER ROAD, BURY ST EDMUNDS Date reported: 27/02/2025 Description: Soak away drain on road is totally blocked. I have been advices by a roofing and gutting company who have come to unblock our down pipe that this may be due to the tree roots growing into the pipe under the ground. I have now had my down pipe cleared but this will be a recurring issue if not cleared. It has already caused damp issues in our house. 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=00510450 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,	Recorded e-mail to Customer

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	27/02/2025	22:50	ACTION-CLEARED		
5	27/02/2025	22:50	ACTION-CLEARED		
6	27/02/2025	22:50	EVENT-RECORDED		HAO Site Visit
6	27/02/2025	22:50	EVENT-RECORDED		Scheduled
7	27/02/2025	22:50	STD-INSPECTION		HAO Site Visit
7	27/02/2025	22:50	STD-INSPECTION		Scheduled
8	12/03/2025	10:48	INSPECT-CLEARED	not causing surface flooding	
8	12/03/2025	10:48	INSPECT-CLEARED	not causing surface flooding	
9	12/03/2025	10:48	EVENT-RECORDED	not causing surface flooding	Not at Intervention Level
9	12/03/2025	10:48	EVENT-RECORDED	not causing surface flooding	Not at Intervention Level
10	12/03/2025	10:48	REQUEST-CLEARED		
10	12/03/2025	10:48	REQUEST-CLEARED		
11	12/03/2025	10:48	EVENT-RECORDED	C01 - Added to Inspection Programme Thank you for logging a report. Your report reference number is: 00510450 OLIVER ROAD, BURY ST EDMUNDS Date reported: 27/02/2025 Description: Soak away drain on road is totally blocked. I have been advices by a roofing and gutting company who have come to unblock our down pipe that this may be due to the tree roots growing into the pipe under the ground. I have now had my down pipe cleared but this will be a recurring issue if not cleared. It has already caused damp issues in our house. 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	Clearance e-mail to Customer

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 <a

href="https://www.suffolk.gov.uk/roads-and-transport/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 wish to track progress of your report, please use the following link:

<https://highwaysreporting.suffolk.gov.uk/?id=00510450>

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

C01 - Added to Inspection Programme
Thank you for logging a report. Your report reference number is: 00510450 OLIVER ROAD, BURY ST EDMUNDS Date reported: 27/02/2025 Description: Soak away drain on road is totally blocked. I have been advised by a roofing and gutting company who have come to unblock our down pipe that this may be due to the tree roots growing into the pipe under the ground. I have now had my down pipe cleared but this will be a recurring issue if not cleared. It has already caused damp issues in our house. 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

Clearance e-mail to Customer

11 12/03/2025 10:48 EVENT-RECORDED

(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=00510450> 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

Customer Supplied Photograph

County Council

<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2025-02/501e7c45-5e9d-45ff-9308-321e56a8bd8b.jpg>

Customer Report Details						11
CRNO:	514759	NSG Reference:	37401019	Date and Time Recorded:	26/03/2025	14:13
Request Type:	Pavement	Issue Type:				Pavement Defects

Customer Details

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

Location of Report

Address:	OLIVER ROAD BURY ST EDMUNDS
Location:	The pavement outside the Westbury Community Centre,
Grid Reference:	583076.52 - 264652.80

Customer Report Description

The stretch of pavement outside the Westbury Community Centre is absolutely diabolical. From the corner of this bit, down until the paving slabs start, this is all raised. Numerous people have tripped or fallen over due this and it.s a mixture of elderly and young people. This is a serious hazard.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	26/03/2025	14:13	REQUEST-RECORDED						
2	26/03/2025	14:13	CUSTOMER-ADDED						
3	26/03/2025	14:13	ACTION-RECORDED						
4	26/03/2025	14:13	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00514759 OLIVER ROAD, BURY ST EDMUNDS Date reported: 26/03/2025 Description: The stretch of pavement outside the Westbury Community Centre is absolutely diabolical. From the corner of this bit, down until the paving slabs start, this is all raised. Numerous people have tripped or fallen over due this and it.s a mixture of elderly and young people. This is a serious hazard. 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=00514759 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	27/03/2025	09:33	ACTION-CLEARED		
6	27/03/2025	09:33	EVENT-RECORDED		HAO Site Visit Scheduled
7	27/03/2025	09:33	STD-INSPECTION		
8	28/03/2025	10:51	INSPECT-CLEARED		
9	28/03/2025	10:51	EVENT-RECORDED		Works Have Already Been Ordered
10	28/03/2025	10:51	REQUEST-CLEARED		
11	28/03/2025	10:51	EVENT-RECORDED	C13 - Works already ordered Thank you for logging a report. Your report reference number is: 00514759 OLIVER ROAD, BURY ST EDMUNDS Date reported: 26/03/2025 Description: The stretch of pavement outside the Westbury Community Centre is absolutely diabolical. From the corner of this bit, down until the paving slabs start, this is all raised. Numerous people have tripped or fallen over due this and it.s a mixture of elderly and young people. This is a serious hazard. We are pleased to confirm that work has been ordered to address this issue. 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=00514759 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 sentto 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:	Clearance e-mail to Customer

Customer Supplied Photograph

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

Kind regards, Customer Service Suffolk

County Council

<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2025-03/faa271fd-81fd-4177-92be-0f6f94d16fde.jpeg>

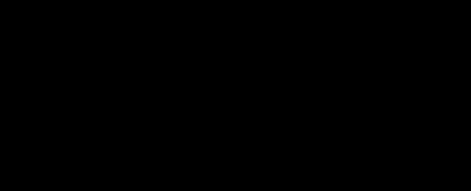
Customer Report Details

44

CRNO: 515410 NSG Reference: 37401019 Date and Time Recorded: 01/04/2025 10:08
Request Type: Pavement Issue Type: Pavement Defects

Customer Details

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



Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS
Location: 40-50 yds into Oliver Rd measured from Westley Road on the East side
Grid Reference: 583228.57 - 264257.59

Customer Report Description

Yesterday I tripped on the pavement due to uneven pavement slabs and I badly injured my nose and face and was treated at Ely hospital. My injuries required stitches in my nose.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	01/04/2025	10:08	REQUEST-RECORDED					
1	01/04/2025	10:08	REQUEST-RECORDED					
2	01/04/2025	10:08	CUSTOMER-ADDED					
2	01/04/2025	10:08	CUSTOMER-ADDED					
3	01/04/2025	10:08	ACTION-RECORDED					
3	01/04/2025	10:08	ACTION-RECORDED					
4	01/04/2025	10:08	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00515410 OLIVER ROAD, BURY ST EDMUNDS Date reported: 01/04/2025 Description: Yesterday I tripped on the pavement due to unevenpavement slabs and I badly injured my nose and face and was treated at Ely hospital. My injuries required stitches in my nose. 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,	Recorded e-mail to Customer			

				please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00515410 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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5	01/04/2025	10:15	ACTION-CLEARED		
5	01/04/2025	10:15	ACTION-CLEARED		
6	01/04/2025	10:15	EVENT-RECORDED		HAO Site Visit Scheduled

6	01/04/2025	10:15	EVENT-RECORDED		HAO Site Visit Scheduled
7	01/04/2025	10:15	STD-INSPECTION		
7	01/04/2025	10:15	STD-INSPECTION		
8	09/04/2025	14:23	INSPECT-CLEARED	no 20mm defects found	
8	09/04/2025	14:23	INSPECT-CLEARED	no 20mm defects found	
9	09/04/2025	14:23	EVENT-RECORDED	no 20mm defects found	Not at Intervention Level
9	09/04/2025	14:23	EVENT-RECORDED	no 20mm defects found	Not at Intervention Level
10	09/04/2025	14:23	REQUEST-CLEARED		
10	09/04/2025	14:23	REQUEST-CLEARED		
11	09/04/2025	14:23	EVENT-RECORDED	C01 - Added to Inspection Programme Thank you for logging a report. Your report reference number is: 00515410 OLIVER ROAD, BURY ST EDMUNDS Date reported: 01/04/2025 Description: Yesterday I tripped on the pavement due to uneven pavement slabs and I badly injured my nose and face and was treated at Ely hospital. My injuries required stitches in my nose. 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.
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11 09/04/2025 14:23 EVENT-RECORDED

al-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 wish to track progress of your report, please use the following link: <https://highwaysreporting.suffolk.gov.uk/?id=00515410> 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/>
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C01 - Added to Inspection Programme
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Clearance e-mail
to Customer

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<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2025-04/46266570-e912-499f-8e5e-e1615e6fd083.jpeg>

Customer Supplied Photograph

1	01/04/2025	10:08	REQUEST-RECORDED
2	01/04/2025	10:08	CUSTOMER-ADDED
3	01/04/2025	10:08	ACTION-RECORDED
4	01/04/2025	10:08	EVENT-RECORDED

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Recorded e-mail to Customer

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6	01/04/2025	10:15	EVENT-RECORDED		HAO Site Visit Scheduled
7	01/04/2025	10:15	STD-INSPECTION		
8	09/04/2025	14:23	INSPECT-CLEARED	no 20mm defects found	
9	09/04/2025	14:23	EVENT-RECORDED	no 20mm defects found	Not at Intervention Level
10	09/04/2025	14:23	REQUEST-CLEARED		
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Photo

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1	01/04/2025	10:08	REQUEST-RECORDED
2	01/04/2025	10:08	CUSTOMER-ADDED
3	01/04/2025	10:08	ACTION-RECORDED
4	01/04/2025	10:08	EVENT-RECORDED

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Recorded e-mail to Customer

5	01/04/2025	10:15	ACTION-CLEARED
6	01/04/2025	10:15	EVENT-RECORDED

HAO Site Visit Scheduled

7	01/04/2025	10:15	STD-INSPECTION		
8	09/04/2025	14:23	INSPECT-CLEARED	no 20mm defects found	
9	09/04/2025	14:23	EVENT-RECORDED	no 20mm defects found	Not at Intervention Level
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id=00515410 You can find out more about

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County Council

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Photo



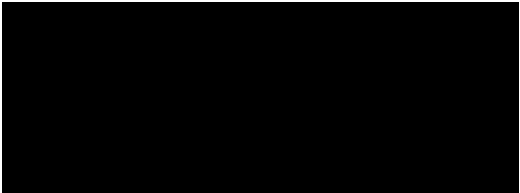
Customer Report Details

22

CRNO: 519789 NSG Reference: 37401019 Date and Time Recorded: 13/05/2025 13:43
Request Type: Vegetation Issue Type: Overhang Tree/Hedge

Customer Details

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



Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS
Location: westley middle school, oliver road, IP33 3JB
Grid Reference: 583187.20 - 264336.93

Customer Report Description

Customer has called to report an issue with overhanging trees and hedge from Westley Middle School, which looks like an SCC asset. Customer asked whether it would be possible for the trees and vegetation to be cut back here. They are overhanging her garden and customer is unable to trim them back herself. Customer's property is The Cottage and it is on the border with Westley Middle School. Please can we investigate.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	13/05/2025	13:43	REQUEST-RECORDED						
2	13/05/2025	13:43	CUSTOMER-ADDED						
3	13/05/2025	13:43	ACTION-RECORDED						
4	13/05/2025	13:43	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00519789 OLIVER ROAD, BURY ST EDMUNDS Date reported: 13/05/2025 Description: Customer has called to report an issue with overhanging trees and hedge from Westley Middle School, which looks like an SCC asset. Customer asked whether it would be possible for the trees and vegetation to be cut back here. They are overhanging hergarden and customer is unable to trim them back herself. Customer's property is The Cottage and it is on the border with Westley Middle School. Please can we investigate. 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					Recorded e-mail to Customer

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5	13/05/2025	14:26	ACTION-CLEARED		
6	13/05/2025	14:26	EVENT-RECORDED		HAO Site Visit Scheduled
7	13/05/2025	14:26	STD-INSPECTION		
8	15/05/2025	14:25	INSPECT-CLEARED		
9	15/05/2025	14:25	EVENT-RECORDED		Not on a Maintainable Highway
10	15/05/2025	14:25	REQUEST-CLEARED		
11	15/05/2025	14:25	EVENT-RECORDED	C05 - Not maintained by Suffolk County Council Thank you for logging a report. Your report reference number is: 00519789 OLIVER ROAD, BURY ST EDMUNDS Date reported: 13/05/2025 Description: Customer has called to report an issue with overhanging trees and hedge from Westley Middle School, which looks like an SCC asset. Customer asked whether it would be possible for the trees and vegetation to be cut back here. They are overhanging her garden and customer is unable to trim them back herself. Customer's property is The Cottage and it is on the border with Westley Middle School. Please can we investigate. We have to prioritise everything that we do to make sure that we spend money and effort on the right type of work at the right time. This includes making sure that we spend our limited budgets only on public highways which are legally managed and maintained by Suffolk County Council. The issue you have raised is not on a highway maintained by us and we are therefore unable to take any action. For further information about highways maintained by us, please visit http://www.suffolk.gov.uk/publicandprivateroads	Clearance e-mail to Customer

rivateroads

We are sorry that we cannot tell you who is who is responsible for this location, but the relevant local borough, district, parish or town council for the location may know - you can find their contact information on our website at <http://www.suffolk.gov.uk/localcouncils>

There are numerous organisations and individuals who own areas of land which are used by the public but are not maintained by us - some examples are shown below.

Private streets

Some streets are in private ownership and are therefore not maintained by Suffolk County Council. Property owners who access their premises from a private street may be responsible for maintenance.

Areas beyond the extent of the maintained highway

The extent of the maintained highway usually includes the road, pavement or verge. Usually hedges, ditches, fences adjacent to a road or footway are beyond the extent of the highway and are part of the adjacent landowner's property.

Shared driveways, accesses and parking areas

These areas are not the responsibility of Suffolk County Council if they are not part of the maintained highway. Areas of shared ownership often appear in property deeds. If you are a tenant, you may wish to contact your landlord.

New developments

Public areas including roads and pavements in new developments are usually the responsibility of the developer. In some cases, the roads will be taken over by Suffolk County Council but this can be a number of years after the development has been built. Please contact the developer to raise your concerns.

Trading and industrial estates

Usually the roads on trading estates and industrial estates are not part of the maintained highway. The owner or manager of the estate should be contacted with your concerns. Sometimes their details are displayed on signs at the entry/exit points.

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=00519789>

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Photo



1	13/05/2025	13:43	REQUEST-RECORDED
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3	13/05/2025	13:43	ACTION-RECORDED
4	13/05/2025	13:43	EVENT-RECORDED

<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
\\gyr-data-014\DOC_SUFF_LIVE\Objects\SF\SERV_K\2025_05\000519789_0001.jpg

Thank you for logging a report. Your report reference number is: 00519789 OLIVER ROAD, BURY ST EDMUNDS Date reported: 13/05/2025 Description: Customer has called to report an issue with overhanging trees and hedge from Westley Middle School, which looks like an SCC asset. Customer asked whether it would be possible for the trees and vegetation to be cut back here. They are overhanging hergarden and customer is unable to trim them back herself. Customer's property is The Cottage and it is on the border with Westley Middle School. Please can we investigate. 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:
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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	13/05/2025	14:26	ACTION-CLEARED		
6	13/05/2025	14:26	EVENT-RECORDED		HAO Site Visit Scheduled
7	13/05/2025	14:26	STD-INSPECTION		
8	15/05/2025	14:25	INSPECT-CLEARED		
9	15/05/2025	14:25	EVENT-RECORDED		Not on a Maintainable Highway
10	15/05/2025	14:25	REQUEST-CLEARED		
11	15/05/2025	14:25	EVENT-RECORDED	C05 - Not maintained by Suffolk County Council Thank you for logging a report. Your report reference number is: 00519789 OLIVER ROAD, BURY ST EDMUNDS Date reported: 13/05/2025 Description: Customer has called to report an issue with overhanging trees and hedge from Westley Middle School, which looks like an SCC asset. Customer asked whether it would be possible for the trees and vegetation to be cut back here. They are overhanging her garden and customer is unable to trim them back herself. Customer's property is The Cottage and it is on the border with Westley Middle School. Please can we investigate. We have to prioritise everything that we do to make sure that we spend money and effort on the right type of work at the right time. This includes making sure that we spend our limited budgets only on public highways which are legally managed and maintained by Suffolk County Council. The issue you have raised is not on a highway maintained by us and we are therefore unable to take any action. For further information about highways maintained by us, please visit http://www.suffolk.gov.uk/publicandprivateroads We are sorry that we cannot tell you who is who is responsible for this location, but the relevant local borough, district, parish or town council for the location may know - you can find their contact information on our website at http://www.suffolk.gov.uk/localcouncils There are numerous organisations and individuals who own areas of land which are used by the public but are not maintained	Clearance e-mail to Customer

by us - some examples are shown below.

Private streets Some streets are in private ownership and are therefore not maintained by Suffolk County Council. Property owners who access their premises from a private street may be responsible for maintenance.

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Trading and industrial estates Usually the roads on trading estates and industrial estates are not part of the maintained highway. The owner or manager of the estate should be contacted with your concerns. Sometimes their details are displayed on signs at the entry/exit points.

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Photo

\\gyr-data-014\DOC_SUFF_LIVE\Objects\SF\SERV_K\2025_05\000519789_0002.jpg



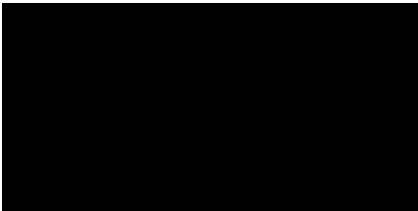
Customer Report Details

40

CRNO: 528442 NSG Reference: 37401019 Date and Time Recorded: 24/07/2025 16:15
Request Type: Pavement Issue Type: Pavement Defects

Customer Details

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



Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS
Location: 87 Oliver are bumping up the kerb in front of 97 Oliver Road
Grid Reference: 583073.92 - 264677.29

Customer Report Description

Resident at 87 Oliver Road is bumping up the kerb in order to avoid the barriers and bollards you have put in place to stop people parking their vans and car on the grass. 87 claims that you have given him permission to bump the kerb in order to get on the grass

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	24/07/2025	16:15	REQUEST-RECORDED					
1	24/07/2025	16:15	REQUEST-RECORDED					
2	24/07/2025	16:15	CUSTOMER-ADDED					
2	24/07/2025	16:15	CUSTOMER-ADDED					
3	24/07/2025	16:15	ACTION-RECORDED					
3	24/07/2025	16:15	ACTION-RECORDED					
4	24/07/2025	16:15	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00528442 OLIVER ROAD, BURY ST EDMUNDS Date reported: 24/07/2025 Description: Resident at 87 Oliver Road is bumping up the kerbin order to avoid the barriers and bollards you have put in place to stop people parking their vans and car on the grass. 87 claims that you have given him permission to bump the kerb in order to get on the grass 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:	Recorded e-mail to Customer			

4	24/07/2025	16:15	EVENT-RECORDED	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=00528442 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 Thank you for logging a report. Your report reference number is: 00528442 OLIVER ROAD, BURY ST EDMUNDS Date reported: 24/07/2025 Description: Resident at 87 Oliver Road is bumping up the kerbin order to avoid the barriers and bollards you have put in place to stop people parking their vans and car on the grass. 87 claims that you have given him permission to bump the kerb in order to get on the grass 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=00528442 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
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5	24/07/2025	17:50	ACTION-CLEARED		
5	24/07/2025	17:50	ACTION-CLEARED		
6	24/07/2025	17:50	EVENT-RECORDED		HAO Site Visit Scheduled
6	24/07/2025	17:50	EVENT-RECORDED		HAO Site Visit Scheduled
7	24/07/2025	17:50	STD-INSPECTION		
7	24/07/2025	17:50	STD-INSPECTION		
8	04/08/2025	14:29	INSPECT-CLEARED	Reassigned due to [REDACTED] being on sick leave	
8	04/08/2025	14:29	INSPECT-CLEARED	Reassigned due to [REDACTED] being on sick leave	
9	04/08/2025	14:29	EVENT-RECORDED	Reassigned due to [REDACTED] being on sick leave	Internal Note ****
9	04/08/2025	14:29	EVENT-RECORDED	Reassigned due to [REDACTED] being on sick leave	Internal Note ****
10	04/08/2025	14:29	STD-INSPECTION		
10	04/08/2025	14:29	STD-INSPECTION		
11	06/08/2025	13:55	INSPECT-CLEARED	This is not a HMOP issue, transfered to you as customer says they have been given permission to kerb bump. Unsure who would have advised the customer about this.	
11	06/08/2025	13:55	INSPECT-CLEARED	This is not a HMOP issue, transfered to you as customer says they have been given permission to kerb bump. Unsure who would have advised the customer about this.	
12	06/08/2025	13:55	EVENT-RECORDED	This is not a HMOP issue, transfered to you as customer says they have been given permission to kerb bump. Unsure who would have advised the customer about this.	Transfer to Highways Enforcement Officer
12	06/08/2025	13:55	EVENT-RECORDED	This is not a HMOP issue, transfered to you as customer says they have been given permission to kerb bump. Unsure who would have advised the customer about this.	Transfer to Highways Enforcement Officer
13	06/08/2025	13:55	ACTION-RECORDED	This is not a HMOP issue, transfered to you as customer says they have been given permission to kerb bump. Unsure who would have advised the customer about this.	
13	06/08/2025	13:55	ACTION-RECORDED	This is not a HMOP issue, transfered to you as customer says they have been given permission to kerb bump. Unsure who would have advised the customer about this.	
14	13/08/2025	12:03	ACTION-CLEARED	Please can you get some photos and reg of car so i can send out a letter	
14	13/08/2025	12:03	ACTION-CLEARED	Please can you get some photos and reg of car so i can send out a letter	
15	13/08/2025	12:03	EVENT-RECORDED	Please can you get some photos and reg of car so i can send out a letter	Transfer to Highway Assessment Officer
15	13/08/2025	12:03	EVENT-RECORDED	Please can you get some photos and reg of car so i can send out a letter	Transfer to Highway Assessment Officer
16	13/08/2025	12:03	ACTION-RECORDED	Please can you get some photos and reg of car so i can send out a letter	
16	13/08/2025	12:03	ACTION-RECORDED	Please can you get some photos and reg of car so i can send out a letter	
17	13/08/2025	20:34	ACTION-CLEARED		
17	13/08/2025	20:34	ACTION-CLEARED		

18	13/08/2025	20:34	EVENT-RECORDED		Police Responsibility
18	13/08/2025	20:34	EVENT-RECORDED		Police Responsibility
19	13/08/2025	20:34	REQUEST-CLEARED		
19	13/08/2025	20:34	REQUEST-CLEARED		
20	13/08/2025	20:34	EVENT-RECORDED	C16 - Police Responsibility Thank you for logging a report. Your report reference number is: 00528442 OLIVER ROAD, BURY ST EDMUNDS Date reported: 24/07/2025 Description: Resident at 87 Oliver Road is bumping up the kerb in order to avoid the barriers and bollards you have put in place to stop people parking their vans and car on the grass. 87 claims that you have given him permission to bump the kerb in order to get on the grass We have to prioritise everything that we do to make sure that our limited funding is used to best effect. This includes only resolving issues which are our responsibility and on public highways which are legally managed and maintained by Suffolk Highways.

 We do not have the legal powers to deal with the issue you have raised.

 However, Suffolk Police may be able to assist - you can report your concerns to them using the contact details found at the link below:

 https://www.suffolk.police.uk/contact-us 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=00528442 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 C16 - Police Responsibility	Clearance e-mail to Customer Clearance e-mail to Customer
20	13/08/2025	20:34	EVENT-RECORDED	C16 - Police Responsibility	Clearance e-mail to Customer

Customer Supplied Photograph

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Customer Report Details

22

CRNO: 532826 NSG Reference: 37401019 Date and Time Recorded: 01/09/2025 10:12
Request Type: Vegetation Issue Type: Overhang Tree/Hedge

Customer Details

Name: [REDACTED]
Address: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]
Contact Type: WEB

Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS
Location: One by house and one by garages
Grid Reference: 583053.35 - 264641.74

Customer Report Description

Trees here is overhanging our garden and hitting our roof. Can they please be cut back?

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	01/09/2025	10:12	REQUEST-RECORDED					
2	01/09/2025	10:12	CUSTOMER-ADDED					
3	01/09/2025	10:12	ACTION-RECORDED					
4	01/09/2025	10:12	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00532826 OLIVER ROAD, BURY ST EDMUNDS Date reported: 01/09/2025 Description: Trees here is overhanging our garden and hitting our roof. Can they please be cut back? 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=00532826 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-notic	Recorded e-mail to Customer			

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				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	
5	01/09/2025	10:21	ACTION-CLEARED		
6	01/09/2025	10:21	EVENT-RECORDED		HAO Site Visit Scheduled
7	01/09/2025	10:21	STD-INSPECTION		
8	14/10/2025	13:53	INSPECT-CLEARED		
9	14/10/2025	13:53	EVENT-RECORDED		Not on a Maintainable Highway
10	14/10/2025	13:53	REQUEST-CLEARED		
11	14/10/2025	13:53	EVENT-RECORDED	C05 - Not maintained by Suffolk County Council Thank you for logging a report. Your report reference number is: 00532826 OLIVER ROAD, BURY ST EDMUNDS Date reported: 01/09/2025 Description: Trees here is overhanging our garden and hitting our roof. Can they please be cut back? We have to prioritise everything that we do to make sure that we spend money and effort on the right type of work at the right time. This includes making sure that we spend our limited budgets only on public highways which are legally managed and maintained by Suffolk County Council. The issue you have raised is not on a highway maintained by us and we are therefore unable to take any action. For further information about highways maintained by us, please visit http://www.suffolk.gov.uk/publicandprivateroads We are sorry that we cannot tell you who is who is responsible for this location, but the relevant local borough, district, parish or town council for the location may know - you can find their contact information on our website at http://www.suffolk.gov.uk/localcouncils There are numerous organisations and individuals who own areas of land which are used by the public but are not maintained by us - some examples are shown below. <u>Private streets</u> Some streets are in private ownership and are therefore not maintained by Suffolk County Council. Property owners who access their premises from a private street may be responsible for	Clearance e-mail to Customer

maintenance.

 <u>Areas
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highway</u>
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te-privacy-notice/](https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/) Please note that this email
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County Council

Photo

\\gyr-data-014\DOC_SUFF_LIVE\Objects\SF\SERV_K\2025_09\000532826_0001.jpg



1	01/09/2025	10:12	REQUEST-RECORDED
2	01/09/2025	10:12	CUSTOMER-ADDED
3	01/09/2025	10:12	ACTION-RECORDED
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Recorded e-mail
to Customer

5	01/09/2025	10:21	ACTION-CLEARED
6	01/09/2025	10:21	EVENT-RECORDED
7	01/09/2025	10:21	STD-INSPECTION
8	14/10/2025	13:53	INSPECT-CLEARED

HAO Site Visit
Scheduled

9	14/10/2025	13:53	EVENT-RECORDED		Not on a Maintainable Highway
10	14/10/2025	13:53	REQUEST-CLEARED		
11	14/10/2025	13:53	EVENT-RECORDED	C05 - Not maintained by Suffolk County Council Thank you for logging a report. Your report reference number is: 00532826 OLIVER ROAD, BURY ST EDMUNDS Date reported: 01/09/2025 Description: Trees here is overhanging our garden and hitting our roof.

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 For further information about highways maintained by us, please visit http://www.suffolk.gov.uk/publicandprivateroads

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	Clearance e-mail to Customer

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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=00532826>

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

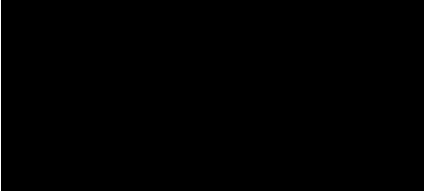
\\gyr-data-014\DOC_SUFF_LIVE\Objects\SF\SERV_K\2025_09\000532826_0002.jpg

Photo



Customer Report Details						14
CRNO:	532827	NSG Reference:	37401019	Date and Time Recorded:	01/09/2025	10:14
Request Type:	Vegetation	Issue Type:				Overhang Tree/Hedge

Customer Details

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

Location of Report

Address:	OLIVER ROAD BURY ST EDMUNDS
Location:	One by 105 and between 107 and 109
Grid Reference:	583060.63 - 264631.15

Customer Report Description

There are 2 small trees here. One is growing shoots at the side of it, making it difficult to see when pulling out. Can they be cut back?

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	01/09/2025	10:14	REQUEST-RECORDED								
2	01/09/2025	10:14	CUSTOMER-ADDED								
3	01/09/2025	10:14	ACTION-RECORDED								
4	01/09/2025	10:14	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00532827 OLIVER ROAD, BURY ST EDMUNDS Date reported: 01/09/2025 Description: There are 2 small trees here. One is growing shoots at the side of it, making it difficult to see when pulling out. Can they be cut back? 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=00532827 You can find out more about how we use your personal data byaccessing our privacy notice which is available on our website at the link below:	Recorded e-mail to Customer						

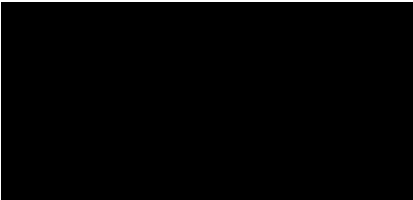
5	01/09/2025	10:21	ACTION-CLEARED	https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to 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	HAO Site Visit Scheduled				
6	01/09/2025	10:21	EVENT-RECORDED						
7	01/09/2025	10:21	STD-INSPECTION						
8	14/10/2025	13:52	INSPECT-CLEARED	Mobile Device Inspection Performed	353748	One by 105 and between 107 and 109	14/10/2025	14/10/2025	15/10/2025
9	14/10/2025	13:52	EVENT-RECORDED						
10	14/10/2025	13:52	LA-CREATED						
11	14/10/2025	13:53		Ordered e-mail to Customer	353748	One by 105 and between 107 and 109	14/10/2025	14/10/2025	15/10/2025
12	14/10/2025	13:53	EVENT-RECORDED						
				Thank you for logging a report. Your report reference number is: 00532827 OLIVER ROAD, BURY ST EDMUNDS Date reported: 01/09/2025 Description: There are 2 small trees here. One is growing shoots at the side of it, making it difficult to see when pulling out. Can they be cut back? 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=00532827 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/					

e/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

13	15/10/2025	11:37	LA-COMPLETED	353748	One by 105 and between 107 and 109	14/10/2025	14/10/2025	15/10/2025
14	15/10/2025	19:15	REQUEST-CLEARED					

Customer Report Details						8
CRNO:	536916	NSG Reference:	37401019	Date and Time Recorded:	02/10/2025	19:33
Request Type:	Signs and Lines	Issue Type:				Road Markings

Customer Details

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

Location of Report

Address:	OLIVER ROAD BURY ST EDMUNDS
Location:	Outside 157 Oliver Road, the car park there
Grid Reference:	583124.24 - 264556.07

Customer Report Description

The lines for the car park need to be repainted, the car park could do with a resurface too.

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	02/10/2025	19:33	REQUEST-RECORDED								
2	02/10/2025	19:33	CUSTOMER-ADDED								
3	02/10/2025	19:33	ACTION-RECORDED								
4	02/10/2025	19:33	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00536916 OLIVER ROAD, BURY ST EDMUNDS Date reported: 02/10/2025 Description: The lines for the car park need to be repainted, the car park could do with a resurface too. 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=00536916 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	Recorded 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	
5	02/10/2025	20:40	ACTION-CLEARED		
6	02/10/2025	20:40	EVENT-RECORDED		Not on a Maintainable Highway
7	02/10/2025	20:40	REQUEST-CLEARED		
8	02/10/2025	20:41	EVENT-RECORDED	C05 - Not maintained by Suffolk County Council Thank you for logging a report. Your report reference number is: 00536916 OLIVER ROAD, BURY ST EDMUNDS Date reported: 02/10/2025 Description: The lines for the car park need to be repainted, the car park could do with a resurface too. We have to prioritise everything that we do to make sure that we spend money and effort on the right type of work at the right time. This includes making sure that we spend our limited budgets only on public highways which are legally managed and maintained by Suffolk County Council. The issue you have raised is not on a highway maintained by us and we are therefore unable to take any action. For further information about highways maintained by us, please visit http://www.suffolk.gov.uk/publicandprivateroads We are sorry that we cannot tell you who is who is responsible for this location, but the relevant local borough, district, parish or town council for the location may know - you can find their contact information on our website at http://www.suffolk.gov.uk/localcouncils There are numerous organisations and individuals who own areas of land which are used by the public but are not maintained by us - some examples are shown below. <u>Private streets</u> Some streets are in private ownership and are therefore not maintained by Suffolk County Council. Property owners who access their premises from a private street may be responsible for maintenance. <u>Areas beyond the extent of the maintained highway</u> The extent of the maintained highway usually includes the road, pavement or verge. Usually hedges, ditches,	Clearance e-mail to Customer

fences adjacent to a road or footway are beyond the extent of the highway and are part of the adjacent landowner's property.

Shared driveways, accesses and parking areas These areas are not the responsibility of Suffolk County Council if they are not part of the maintained highway. Areas of shared ownership often appear in property deeds. If you are a tenant, you may wish to contact your landlord.

New developments Public areas including roads and pavements in new developments are usually the responsibility of the developer. In some cases, the roads will be taken over by Suffolk County Council but this can be a number of years after the development has been built. Please contact the developer to raise your concerns.

Trading and industrial estates Usually the roads on trading estates and industrial estates are not part of the maintained highway. The owner or manager of the estate should be contacted with your concerns. Sometimes their details are displayed on signs at the entry/exit points.

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=00536916>

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Kind regards,
Customer Service
Suffolk County Council

Customer Report Details

11

CRNO:538203NSG Reference:37401019Date and Time Recorded:16/10/202518:06

Request Type:VegetationIssue Type:Overhang Tree/Hedge

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type:WEB

Location of Report

Address:OLIVER ROAD BURY ST EDMUNDS

Location:Oliver Road from the corner of Paddock Close

Grid Reference:583219.03-264351.47

Customer Report Description

The hedge forming the boundary of 2 Paddock Close is very overgrown making the pavement very narrow and with stems and leaves in your face.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	16/10/2025	18:06	REQUEST-RECORDED						
2	16/10/2025	18:06	CUSTOMER-ADDED						
3	16/10/2025	18:06	ACTION-RECORDED						
4	16/10/2025	18:07	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00538203 OLIVER ROAD, BURY ST EDMUNDS Date reported: 16/10/2025 Description: The hedge forming the boundary of 2 Paddock Close is very overgrown making the pavement very narrow and with stems and leaves in your face. 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=00538203 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				

5	17/10/2025	09:03	ACTION-CLEARED
6	17/10/2025	09:03	EVENT-RECORDED
7	17/10/2025	09:03	STD-INSPECTION
8	06/11/2025	15:05	INSPECT-CLEARED
9	06/11/2025	15:05	EVENT-RECORDED
10	06/11/2025	15:05	REQUEST-CLEARED
11	06/11/2025	15:05	EVENT-RECORDED

<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

HAO Site Visit
Scheduled

Not at
Intervention
Level

Clearance e-mail
to Customer

C01 - Added to Inspection Programme
Thank you for logging a report. Your report reference number is: 00538203 OLIVER ROAD, BURY ST EDMUNDS Date reported: 16/10/2025 Description: The hedge forming the boundary of 2 Paddock Close is very overgrown making the pavement very narrow and with stems and leaves in your face. 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 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=00538203> 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



Customer Report Details

11

CRNO: 540600 NSG Reference: 37401019 Date and Time Recorded: 11/11/2025 14:14
Request Type: Pavement Issue Type: Bollard Unlit Damage

Customer Details

Name: [REDACTED]
Address: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]
Contact Type: WEB

Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS
Location: Outside 65 Oliver Road BSE
Grid Reference: 583099.74 - 264757.70

Customer Report Description

Tenant at 65 Oliver reported reflective bollard outside her home as having been hit and damaged,

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	11/11/2025 14:14	REQUEST-RECORDED						
2	11/11/2025 14:14	CUSTOMER-ADDED						
3	11/11/2025 14:14	ACTION-RECORDED						
4	11/11/2025 14:14	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00540600 OLIVER ROAD, BURY ST EDMUNDS Date reported: 11/11/2025 Description: Tenant at 65 Oliver reported reflective bollard outside her home as having been hit and damaged, 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=00540600 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					
			Recorded 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	
5	12/11/2025	10:03	ACTION-CLEARED		
6	12/11/2025	10:03	EVENT-RECORDED		HAO Site Visit Scheduled
7	12/11/2025	10:03	STD-INSPECTION		
8	17/12/2025	10:44	INSPECT-CLEARED	post damaged but still upright and visible on traffic island	
9	17/12/2025	10:44	EVENT-RECORDED	post damaged but still upright and visible on traffic island	Not at Intervention Level
10	17/12/2025	10:44	REQUEST-CLEARED		
11	17/12/2025	10:44	EVENT-RECORDED	C01 - Added to Inspection Programme Thank you for logging a report. Your report reference number is: 00540600 OLIVER ROAD, BURY ST EDMUNDS Date reported: 11/11/2025 Description: Tenant at 65 Oliver reported reflective bollard outside her home as having been hit and damaged, 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 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	Clearance e-mail to Customer

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=00540600> 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

11

Date and Time Recorded: 12/11/2025 19:09

Sequence	Recorded Date/Time	Event	Reference	LA Code	Location	Ordered	Due	Completed
1	12/11/2025	19:09	REQUEST-RECORDED					
2	12/11/2025	19:09	CUSTOMER-ADDED					
3	12/11/2025	19:09	ACTION-RECORDED					
4	12/11/2025	19:10	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00540773 OLIVER ROAD, BURY ST EDMUNDS Date reported: 12/11/2025 Description: Part of the pathway outside 147 Oliver road was completed today 12/11/25 but they have left the massive holes that the root system has caused in the original tarmac by the tree. The whole lot was meant to be done but instead only the leading path from the front door of 147 Oliver road was completed to the pathway 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=00540773 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	13/11/2025	10:13	ACTION-CLEARED		
6	13/11/2025	10:13	EVENT-RECORDED		HAO Site Visit Scheduled
7	13/11/2025	10:13	STD-INSPECTION		
8	16/12/2025	14:45	INSPECT-CLEARED	LA 355209 completed 20/11/25	
9	16/12/2025	14:45	EVENT-RECORDED	LA 355209 completed 20/11/25	LA Code Cleared/Works Completed
10	16/12/2025	14:45	REQUEST-CLEARED		
11	16/12/2025	14:45	EVENT-RECORDED	C20 - Works carried out Thank you for logging a report. Your report reference number is: 00540773 OLIVER ROAD, BURY ST EDMUNDS Date reported: 12/11/2025 Description: Part of the pathway outside 147 Oliver road was completed today 12/11/25 but they have left the massive holes that the root system has caused in the original tarmac by the tree. The whole lot was meant to be done but instead only the leading path from the front door of 147 Oliver road was completed to the pathway Following your recent report, we are pleased to let you know that works have been carried out to rectify the issue that you raised with us. 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=00540773 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	Clearance e-mail to Customer

link below:

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

Kind regards, Customer Service Suffolk
County Council

Customer Report Details						11
CRNO:	543703	NSG Reference:	37401019	Date and Time Recorded:	04/12/2025	21:09
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type: WEB

Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS

Location: Between The Westbury Social Club & 56 Oliver Road

Grid Reference: 583083.20 - 264634.03

Customer Report Description

There are numerous potholes down between the social club & 56 Oliver Road, some are quite deep? They.re also quite wide. This will bust someone.s tire

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	04/12/2025	21:09	REQUEST-RECORDED						
2	04/12/2025	21:09	CUSTOMER-ADDED						
3	04/12/2025	21:09	ACTION-RECORDED						
4	04/12/2025	21:09	EVENT-RECORDED						
				Thank you for logging a report. Your report reference number is: 00543703 OLIVER ROAD, BURY ST EDMUNDS Date reported: 04/12/2025 Description: There are numerous potholes down between the social club & 56 Oliver Road, some are quite deep? They.re also quite wide. This will bust someone.s tire 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=00543703 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					

5	05/12/2025	09:27	ACTION-CLEARED
6	05/12/2025	09:27	EVENT-RECORDED
7	05/12/2025	09:27	STD-INSPECTION
8	17/12/2025	10:42	INSPECT-CLEARED
9	17/12/2025	10:42	EVENT-RECORDED
10	17/12/2025	10:42	REQUEST-CLEARED
11	17/12/2025	10:42	EVENT-RECORDED

<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

HAO Site Visit
Scheduled

Not on a
Maintainable
Highway

Clearance e-mail
to Customer

C05 - Not maintained by Suffolk County Council Thank you for logging a report. Your report reference number is: 00543703 OLIVER ROAD, BURY ST EDMUNDS Date reported: 04/12/2025 Description: There are numerous potholes down between the social club & 56 Oliver Road, some are quite deep? They're also quite wide. This will bust someone's tyre We have to prioritise everything that we do to make sure that we spend money and effort on the right type of work at the right time. This includes making sure that we spend our limited budgets only on public highways which are legally managed and maintained by Suffolk County Council.

The issue you have raised is not on a highway maintained by us and we are therefore unable to take any action.

For further information about highways maintained by us, please visit <http://www.suffolk.gov.uk/publicandprivateroads>

We are sorry that we cannot tell you who is who is responsible for this location, but the relevant local borough, district, parish or town council for the location may know - you can find their contact information on our website at <http://www.suffolk.gov.uk/localcouncils>

There are numerous organisations and individuals who own areas of land which are used by the public but are not maintained by us - some examples are shown below.

Private streets Some streets are in private ownership and are therefore not

maintained by Suffolk County Council.
Property owners who access their premises from a private street may be responsible for maintenance.
 <u>Areas beyond the extent of the maintained highway</u> The extent of the maintained highway usually includes the road, pavement or verge. Usually hedges, ditches, fences adjacent to a road or footway are beyond the extent of the highway and are part of the adjacent landowner's property.
 <u>Shared driveways, accesses and parking areas</u> These areas are not the responsibility of Suffolk County Council if they are not part of the maintained highway. Areas of shared ownership often appear in property deeds. If you are a tenant, you may wish to contact your landlord.
 <u>New developments</u> Public areas including roads and pavements in new developments are usually the responsibility of the developer. In some cases, the roads will be taken over by Suffolk County Council but this can be a number of years after the development has been built. Please contact the developer to raise your concerns.
 <u>Trading and industrial estates</u> Usually the roads on trading estates and industrial estates are not part of the maintained highway. The owner or manager of the estate should be contacted with your concerns. Sometimes their details are displayed on signs at the entry/exit points.
 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=00543703> 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

<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2025-12/44d0007a-518c-4ab7-a317-bf1e2d81633e.jpeg>

Customer Report Details

10

CRNO: 543843 NSG Reference: 37401019 Date and Time Recorded: 05/12/2025 21:41
Request Type: Pothole Issue Type: Pothole

Customer Details

Name: [REDACTED]
Address: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]
Contact Type: WEB

Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS
Location: Oliver Road outside westley school
Grid Reference: 583219.17 - 264495.07

Customer Report Description

A large hole

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	05/12/2025 21:41	REQUEST-RECORDED						
2	05/12/2025 21:41	CUSTOMER-ADDED						
3	05/12/2025 21:41	ACTION-RECORDED						
4	05/12/2025 21:41	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00543843 OLIVER ROAD, BURY ST EDMUNDS Date reported: 05/12/2025 Description: A large hole 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=00543843 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					Recorded e-mail to Customer

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	08/12/2025	12:20	ACTION-CLEARED		
6	08/12/2025	12:20	EVENT-RECORDED		HAO Site Visit Scheduled
7	08/12/2025	12:20	STD-INSPECTION		
8	17/12/2025	10:42	INSPECT-CLEARED	works ordered 20 working days	
9	17/12/2025	10:42	EVENT-RECORDED	works ordered 20 working days	Internal Note ****
10	17/12/2025	10:42	REQUEST-CLEARED		

14

Customer Details

Customer Report Description

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	05/12/2025	21:43	REQUEST-RECORDED					
2	05/12/2025	21:43	CUSTOMER-ADDED					
3	05/12/2025	21:43	ACTION-RECORDED					
4	05/12/2025	21:43	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00543844 OLIVER ROAD, BURY ST EDMUNDS Date reported: 05/12/2025 Description: Deep, large Pothole 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=00543844 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	08/12/2025	12:20	ACTION-CLEARED							
6	08/12/2025	12:20	EVENT-RECORDED							
7	08/12/2025	12:20	STD-INSPECTION							
8	17/12/2025	10:42	INSPECT-CLEARED							
9	17/12/2025	10:42	EVENT-RECORDED							
10	17/12/2025	10:42	LA-CREATED							
11	17/12/2025	10:42								
12	17/12/2025	10:42	EVENT-RECORDED							

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

13	15/01/2026	19:12	LA-COMPLETED	358460	Oliver Road past the school	17/12/2025	16/12/2025	15/01/2026
14	15/01/2026	19:15	REQUEST-CLEARED					

Customer Report Details						14
CRNO:	543845	NSG Reference:	37401019	Date and Time Recorded:	05/12/2025	21:44
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

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

Location of Report

Address:	OLIVER ROAD BURY ST EDMUNDS
Location:	Near the westley road end of Oliver road
Grid Reference:	583217.98 - 264263.95

Customer Report Description

Large deep hole

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	05/12/2025	21:44	REQUEST-RECORDED								
2	05/12/2025	21:44	CUSTOMER-ADDED								
3	05/12/2025	21:44	ACTION-RECORDED								
4	05/12/2025	21:44	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00543845 OLIVER ROAD, BURY ST EDMUNDS Date reported: 05/12/2025 Description: Large deep hole 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=00543845 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	Recorded e-mail to Customer						

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	08/12/2025	12:20	ACTION-CLEARED							
6	08/12/2025	12:20	EVENT-RECORDED		HAO Site Visit Scheduled					
7	08/12/2025	12:20	STD-INSPECTION							
8	17/12/2025	10:42	INSPECT-CLEARED							
9	17/12/2025	10:42	EVENT-RECORDED		Mobile Device Inspection Performed					
10	17/12/2025	10:42	LA-CREATED			358459	Near the westley road end of Oliver road	17/12/2025	16/12/2025	15/01/2026
11	17/12/2025	10:42				358459	Near the westley road end of Oliver road	17/12/2025	16/12/2025	15/01/2026
12	17/12/2025	10:42	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00543845 OLIVER ROAD, BURY ST EDMUNDS Date reported: 05/12/2025 Description: Large deep hole 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=00543845 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 thenyou can do so in a number of ways.	Ordered e-mail to Customer					

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

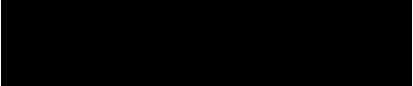
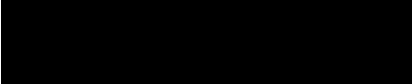
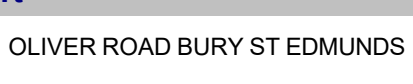
13	15/01/2026	18:57	LA-COMPLETED	358459	Near the westley road end of Oliver road	17/12/2025	16/12/2025	15/01/2026
14	15/01/2026	19:15	REQUEST-CLEARED					

Customer Report Details

11

CRNO: 543846 NSG Reference: 37401019 Date and Time Recorded: 05/12/2025 21:48
Request Type: Vegetation Issue Type: Overhang Tree/Hedge

Customer Details

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

Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS
Location: Outside 167 and 169
Grid Reference: 583148.23 - 264542.03

Customer Report Description

Trees causing raised and damaged pavements, also trip hazards. Bottom growth also causes restricted view when pulling into Oliver Road from any of the side roads

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	05/12/2025	21:48	REQUEST-RECORDED					
2	05/12/2025	21:48	CUSTOMER-ADDED					
3	05/12/2025	21:48	ACTION-RECORDED					
4	05/12/2025	21:48	EVENT-RECORDED					
Thank you for logging a report. Your report reference number is: 00543846 OLIVER ROAD, BURY ST EDMUNDS Date reported: 05/12/2025 Description: Trees causing raised and damaged pavements, also trip hazards. Bottom growth also causes restricted view when pulling into Oliver Road from any of the side roads 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=00543846 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	08/12/2025	12:20	ACTION-CLEARED		
6	08/12/2025	12:20	EVENT-RECORDED		HAO Site Visit Scheduled
7	08/12/2025	12:20	STD-INSPECTION		
8	17/12/2025	10:42	INSPECT-CLEARED	no 20 trips	
9	17/12/2025	10:42	EVENT-RECORDED	no 20 trips	Not at Intervention Level
10	17/12/2025	10:42	REQUEST-CLEARED		
11	17/12/2025	10:42	EVENT-RECORDED	C01 - Added to Inspection Programme Thank you for logging a report. Your report reference number is: 00543846 OLIVER ROAD, BURY ST EDMUNDS Date reported: 05/12/2025 Description: Trees causing raised and damaged pavements, also trip hazards. Bottom growth also causes restricted view when pulling into Oliver Road from any of the side roads 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 associated with Traffic Regulation Orders, 3. Directional Signs 4. Information	Clearance e-mail to Customer

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-transport/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 wish to track progress of your report, please use the following link:

[https://highwaysreporting.suffolk.gov.uk/?](https://highwaysreporting.suffolk.gov.uk/?id=00543846)

id=00543846 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

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

Kind regards, Customer Service Suffolk

County Council

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Photo



Customer Report Details						17
CRNO:	545359	NSG Reference:	37401019	Date and Time Recorded:	16/12/2025	22:51
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

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

Location of Report

Address:	OLIVER ROAD BURY ST EDMUNDS
Location:	Outside middle school on that stretch of road
Grid Reference:	583213.32 - 264414.05

Customer Report Description

An extremely deep pot hole that requires immediate attention before it punches someone.s tire!

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	16/12/2025	22:51	REQUEST-RECORDED								
2	16/12/2025	22:51	CUSTOMER-ADDED								
3	16/12/2025	22:51	ACTION-RECORDED								
4	16/12/2025	22:51	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00545359 OLIVER ROAD, BURY ST EDMUNDS Date reported: 16/12/2025 Description: An extremely deep pot hole that requires immediate attention before it punches someone.s tire! 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=00545359 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	Recorded e-mail to Customer						

				e/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	05/01/2026	10:14	ACTION-CLEARED							
6	05/01/2026	10:14	EVENT-RECORDED		HAO Site Visit Scheduled					
7	05/01/2026	10:14	STD-INSPECTION							
8	14/01/2026	10:42	LA-LINKED			358460	Oliver Road past the school	17/12/2025	16/12/2025	15/01/2026
9	14/01/2026	10:42	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00545359 OLIVER ROAD, BURY ST EDMUNDS Date reported: 16/12/2025 Description: An extremely deep pot hole that requires immediate attention before it punches someone.s tire! 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 beingable 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 organisedand 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=00545359 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-notic e/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/	Ordered e-mail to Customer					

Kind regards, Customer Service Suffolk
County Council

10	14/01/2026	10:46	LA-LINKED		358460	Oliver Road past the school	17/12/2025	16/12/2025	15/01/2026
11	14/01/2026	10:47	LA-LINKED		358460	Oliver Road past the school	17/12/2025	16/12/2025	15/01/2026
12	14/01/2026	10:48	INSPECT-CLEARED						
13	14/01/2026	10:48	EVENT-RECORDED						
				Works Have Already Been Ordered					
14	14/01/2026	10:48	EVENT-RECORDED	Works Have Already Been Ordered	358460	Oliver Road past the school	17/12/2025	16/12/2025	15/01/2026
15	14/01/2026	10:48	LA-LINKED		358460	Oliver Road past the school	17/12/2025	16/12/2025	15/01/2026
16	15/01/2026	19:12	LA-COMPLETED		358460	Oliver Road past the school	17/12/2025	16/12/2025	15/01/2026
17	15/01/2026	19:15	REQUEST-CLEARED						

Customer Report Details						13
CRNO:	545800	NSG Reference:	37401019	Date and Time Recorded:	21/12/2025	15:31
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type: WEB

Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS

Location: Newmarket Road end, I believe outside No.3/5 Oliver Road

Grid Reference: 583186.86 - 264974.80

Customer Report Description

There is a pothole at the end of Oliver Road, towards Newmarket Road end. This is fair in size but no doubt will get bigger and cause issues to people.s cars. I have hit this and it made an almighty thud to my car!

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	21/12/2025	15:31	REQUEST-RECORDED	Thank you for logging a report. Your report reference number is: 00545800 OLIVER ROAD, BURY ST EDMUNDS Date reported: 21/12/2025 Description: There is a pothole at the end of Oliver Road, towards Newmarket Road end. This is fair in size but no doubt will get bigger and cause issues to people.s cars. I have hit this and it made an almighty thud to my car! 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 websiteat 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=00545800 You can find out more about	Recorded e-mail to Customer				
2	21/12/2025	15:31	CUSTOMER-ADDED						
3	21/12/2025	15:31	ACTION-RECORDED						
4	21/12/2025	15:31	EVENT-RECORDED						

				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	05/01/2026	10:18	ACTION-CLEARED							
6	05/01/2026	10:18	EVENT-RECORDED							
7	05/01/2026	10:18	STD-INSPECTION							
8	14/01/2026	10:42	INSPECT-CLEARED							
9	14/01/2026	10:42	EVENT-RECORDED							
10	14/01/2026	10:42	LA-CREATED							
11	14/01/2026	10:42								
12	14/01/2026	10:42	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00545800 OLIVER ROAD, BURY ST EDMUNDS Date reported: 21/12/2025 Description: There is a pothole at the end of Oliver Road, towards Newmarket Road end. This is fair in size but no doubt will get bigger and cause issues to people.s cars. I have hit this and it made an almighty thud to my car! 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=00545800 You can find out more about						
					HAO Site Visit Scheduled					
					Mobile Device Inspection Performed					
						360271	Newmarket Road end, I believe outside No.3/5 Oliver Road	14/01/2026	12/01/2026	06/02/2026
						360271	Newmarket Road end, I believe outside No.3/5 Oliver Road	14/01/2026	12/01/2026	06/02/2026
					Ordered 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:
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<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk County Council

13	06/02/2026	20:47	LA-COMPLETED	360271	Newmarket Road end, I believe outside No.3/5 Oliver Road	14/01/2026	12/01/2026	06/02/2026
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Customer Report Details 10

10

CRNO:	547741	NSG Reference:	37401019	Date and Time Recorded:	10/01/2026	16:05
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Request Type:	Pothole	Issue Type:	Pothole
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Customer Details

Name: [REDACTED]
Address: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]

Contact Type: WEB

Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS

Location: 71 Oliver road bury st Edmund.s ip333jq

Grid Reference: 583046.09 - 264751.81

Customer Report Description

Two big potholes out side my drive way one being the main water pipe very deep

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	10/01/2026	16:05	REQUEST-RECORDED	HAO Site Visit Scheduled					
2	10/01/2026	16:05	CUSTOMER-ADDED						
3	10/01/2026	16:05	ACTION-RECORDED						
4	16/01/2026	11:58	ACTION-CLEARED						
5	16/01/2026	11:58	EVENT-RECORDED						
6	16/01/2026	11:58	STD-INSPECTION						
7	23/01/2026	14:07	INSPECT-CLEARED						
8	23/01/2026	14:07	EVENT-RECORDED						
9	23/01/2026	14:07	LA-CREATED	Works Have Already Been Ordered					
10	09/02/2026	14:37	LA-COMPLETED						
					361697	near ridley road junction	23/01/2026	23/01/2026	09/02/2026

Customer Report Details						11
CRNO:	547822	NSG Reference:	37401019	Date and Time Recorded:	11/01/2026	08:41
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type: WEB

Location of Report

Address: OLIVER ROAD BURY ST EDMUNDS

Location: The hole is directly in front of westley middle school road side

Grid Reference: 583202.26 - 264266.33

Customer Report Description

The pothole outside of the former westley middle school Oliver rd bury st Edmund.s has doubled in size you would now be able to get at least 2 x tyres into the hole it.s at least 3x2 in measurement 1st reported 16/12/25

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	11/01/2026	08:41	REQUEST-RECORDED	Thank you for logging a report. Your report reference number is: 00547822 OLIVER ROAD, BURY ST EDMUNDS Date reported: 11/01/2026 Description: The pothole outside of the former westley middle school Oliver rd bury st Edmund.s has doubled in size you would now be able to get at least 2 x tyres into the hole it.s at least 3x2 in measurement 1st reported 16/12/25 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=00547822 You can find out more about	Recorded e-mail to Customer				
2	11/01/2026	08:41	CUSTOMER-ADDED						
3	11/01/2026	08:41	ACTION-RECORDED						
4	11/01/2026	08:41	EVENT-RECORDED						

				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	16/01/2026	11:52	ACTION-CLEARED		
6	16/01/2026	11:52	EVENT-RECORDED		HAO Site Visit Scheduled
7	16/01/2026	11:52	STD-INSPECTION		
8	23/01/2026	14:07	INSPECT-CLEARED		
9	23/01/2026	14:07	EVENT-RECORDED		LA Code Cleared/Works Completed
10	23/01/2026	14:07	REQUEST-CLEARED		
11	23/01/2026	14:07	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00547822 Address, Parish: OLIVER ROAD, BURY ST EDMUNDS Date reported: 11/01/2026 Description: The pothole outside of the former westley middle school Oliver rd bury st Edmund.s has doubled in size you would now be able to get at least 2 x tyres into the hole it.s at least 3x2 in measurement 1st reported 16/12/25 We are pleased to let you know that works have now been completed.

Thank you for taking the time to contact us. 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/	Clearance e-mail to Customer

11

Customer Details

Customer Report Description

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	11/01/2026	20:25	REQUEST-RECORDED					
2	11/01/2026	20:25	CUSTOMER-ADDED					
3	11/01/2026	20:25	ACTION-RECORDED					
4	11/01/2026	20:26	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00548074 OLIVER ROAD, BURY ST EDMUNDS Date reported: 11/01/2026 Description: Very big deep potholes one at the beginning of Oliver road next one outside the old school 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=00548074 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	Recorded 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	
5	16/01/2026	12:00	ACTION-CLEARED		
6	16/01/2026	12:00	EVENT-RECORDED		HAO Site Visit Scheduled
7	16/01/2026	12:00	STD-INSPECTION		
8	23/01/2026	14:07	INSPECT-CLEARED		
9	23/01/2026	14:07	EVENT-RECORDED		LA Code Cleared/Works Completed
10	23/01/2026	14:07	REQUEST-CLEARED		
11	23/01/2026	14:07	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00548074 Address, Parish: OLIVER ROAD, BURY ST EDMUNDS Date reported: 11/01/2026 Description: Very big deep potholes one at the beginning of Oliver road next one outside the old school We are pleased to let you know that works have now been completed. Thank you for taking the time to contact us. 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 e/growth-highways-infrastructure-ghi-directorate-privacy-notice	Clearance e-mail to Customer

Customer Report Details						13
CRNO:	548362	NSG Reference:	37401019	Date and Time Recorded:	12/01/2026	16:00
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	EMAL

Location of Report

Address:	OLIVER ROAD BURY ST EDMUNDS
Location:	Outside middle school
Grid Reference:	583213.32 - 264414.05

Customer Report Description

Please see email and images sent to me by Cllr Donna Higgins. I would appreciate an update after a further inspection. I did speak with before Christmas regarding two potholes that are located near the school on Oliver Road that were highlighted by . There has been quite a lot of concern expressed by residents about the state of this road and in particular the one I spoke to about before Christmas, which was Report number 00545359 where the holes seem very deep indeed. Since then has alerted me to the reports I have attached above. Can you please advise as to whether there is any work schedule planned and do your best to escalate the issue. The problem with Oliver Road is not new and it is the main artery for the estate and I believe often used as a cut through from Newmarket Road to Westley Road to avoid the build up of traffic at peak times

History

Sequence	Recorded	Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	12/01/2026	16:00	REQUEST-RECORDED						
2	12/01/2026	16:00	CUSTOMER-ADDED						
3	12/01/2026	16:00	ACTION-RECORDED						
4	12/01/2026	16:00	ACTION-CLEARED	**COUNCILLOR CONTACT** Hi , please can you let Cllr Nettleton know what the outcome of your inspection is please - he has been contacted by West Suffolk District Council. We have sent the Councillor an acknowledgement email and given them this customer report reference number for any further queries. Please can you draft a response for the councillor as soon as possible, a response is required by 21/01/2026 at the latest and either email it to CouncillorHighwaysSupport@suffolkhighways.org or use Function/Clear Actions/Record New in this customer report, then type your draft into the Description field before selecting Event Type T51 to transfer the report. If you are unable to provide a detailed response, please provide us with a holding response we can send (which should include a date when					

5	12/01/2026	16:00	EVENT-RECORDED	you can provide a fuller response). We will use this to update the councillor so please use plain English and non-technical terms which the councillor can forward to their constituents if they wish. **COUNCILLOR CONTACT** Hi [REDACTED], please can you let Cllr Nettleton know what the out come of your inspection is please - he has been contacted by West Suffolk District Council We have sent theCouncillor an acknowledgement email and given them this customer report reference number for any further queries. Please can you draft a response for the councillor as soon as possible, a responseis required by 21/01/2026 at the latest and either email it to CouncillorHighwaysSupport@suffolkhighways.org or use Function/Clear Actions/Record New in this customer report, then type your draft into the Description field before selecting Event Type T51 to transfer the report. If you are unable to provide a detailed response, please provide us with a holding response we can send (which should include a date when you can provide a fuller response). We will use this to update the councillor so please use plain English and non-technical terms which the councillor can forward to their constituents if they wish.	Action - Councillor Response Required
6	12/01/2026	16:00	ACTION-RECORDED	**COUNCILLOR CONTACT** Hi [REDACTED], please can you let Cllr Nettleton know what the out come of your inspection is please - he has been contacted by West Suffolk District Council We have sent theCouncillor an acknowledgement email and given them this customer report reference number for any further queries. Please can you draft a response for the councillor as soon as possible, a responseis required by 21/01/2026 at the latest and either email it to CouncillorHighwaysSupport@suffolkhighways.org or use Function/Clear Actions/Record New in this customer report, then type your draft into the Description field before selecting Event Type T51 to transfer the report. If you are unable to provide a detailed response, please provide us with a holding response we can send (which should include a date when you can provide a fuller response). We will use this to update the councillor so please use plain English and non-technical terms which the councillor can forward to their constituents if they wish.	
7	12/01/2026	16:03	EVENT-RECORDED	ack sent to Cllr	Acknowledgement Sent
8	16/01/2026	11:41	ACTION-CLEARED		
9	16/01/2026	11:41	EVENT-RECORDED		HAO Site Visit Scheduled
10	16/01/2026	11:41	STD-INSPECTION		

11	23/01/2026	14:07	INSPECT-CLEARED
12	23/01/2026	14:07	EVENT-RECORDED
13	23/01/2026	14:07	REQUEST-CLEARED

LA Code
Cleared/Works
Completed

Customer Report Details						28
CRNO:	548601	NSG Reference:	37401019	Date and Time Recorded:	13/01/2026	12:26
Request Type:	Roadworks - Customer S			Issue Type:	Roadworks	

Customer Details

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

Location of Report

Address:	OLIVER ROAD BURY ST EDMUNDS
Location:	Between 79 & 81 Oliver Road
Grid Reference:	583087.55 - 264709.37

Customer Report Description

Broken Road, this piece of road is horrendous, with broken bits of road everywhere, there is quite a large scaled area around here that is broken.

History

Sequence	Recorded	Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	13/01/2026	12:26	REQUEST-RECORDED						
1	13/01/2026	12:26	REQUEST-RECORDED						
2	13/01/2026	12:26	CUSTOMER-ADDED						
2	13/01/2026	12:26	CUSTOMER-ADDED						
3	13/01/2026	12:26	ACTION-RECORDED						
3	13/01/2026	12:26	ACTION-RECORDED						
4	13/01/2026	12:26	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00548601 OLIVER ROAD, BURY ST EDMUNDS Date reported: 13/01/2026 Description: Broken Road, this piece of road is horrendous, with broken bits of road everywhere, there is quite a large scaled area around here that is broken. 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=00548601 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	
4	13/01/2026	12:26	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00548601 OLIVER ROAD, BURY ST EDMUNDS Date reported: 13/01/2026 Description: Broken Road, this piece of road is horrendous, with broken bits of road everywhere, there is quite a large scaled area around here that is broken. 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=00548601 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	13/01/2026	13:09	ACTION-CLEARED		
5	13/01/2026	13:09	ACTION-CLEARED		
6	13/01/2026	13:09	EVENT-RECORDED		Transfer to Highway Assessment Officer
6	13/01/2026	13:09	EVENT-RECORDED		Transfer to Highway

					Assessment Officer
7	13/01/2026	13:09	ACTION-RECORDED		
7	13/01/2026	13:09	ACTION-RECORDED		
8	16/01/2026	12:17	ACTION-CLEARED		
8	16/01/2026	12:17	ACTION-CLEARED		
9	16/01/2026	12:17	EVENT-RECORDED		HAO Site Visit Scheduled
9	16/01/2026	12:17	EVENT-RECORDED		HAO Site Visit Scheduled
10	16/01/2026	12:17	STD-INSPECTION		
10	16/01/2026	12:17	STD-INSPECTION		
11	23/01/2026	14:07	INSPECT-CLEARED	surface wear not safe to measure solo	
11	23/01/2026	14:07	INSPECT-CLEARED	surface wear not safe to measure solo	
12	23/01/2026	14:07	EVENT-RECORDED	surface wear not safe to measure solo	Not at Intervention Level
12	23/01/2026	14:07	EVENT-RECORDED	surface wear not safe to measure solo	Not at Intervention Level
13	23/01/2026	14:07	REQUEST-CLEARED		
13	23/01/2026	14:07	REQUEST-CLEARED		
14	23/01/2026	14:07	EVENT-RECORDED	C01 - Does not meet repair criteria Hello, Your report reference number is: 00548601 Address, Parish: OLIVER ROAD, BURY ST EDMUNDS Date reported: 13/01/2026 Description: Broken Road, this piece of road is horrendous, with broken bits of road everywhere, there is quite a large scaled area around here that is broken. We have investigated your report and after careful assessment, this matter is not currently considered to meet our safety intervention criteria for immediate action. Whilst we would like to resolve every highway concern reported to us, we must prioritise what we are able to do.

 Some reports may be considered for future programmes of work, even if they do not meet the criteria for immediate action. Examples include non-priority issues such as missing or fallen directional or information signs, noisy highway authority-owned covers, and certain road markings. Such sites will be added to a county-wide list across Suffolk and will be prioritised for action as and when funding becomes available.

 We regularly undertake routine safety inspections to identify defects using the council's published criteria which is based on the severity of the issue, location and road type. You can view in detail our Highways Maintenance Operational Plan.

 Examples of defects that do meet our repair	Clearance e-mail to Customer

14 23/01/2026 14:07 EVENT-RECORDED

criteria include: Potholes:
40mm+ deep Footway
defects:20mm+ deep holes or 20mm+
high trips Road signs: Priority
is given to missing/obstructed mandatory
signs, warning signs and regulatory signs
Road markings: Priority and
safety markings, including yellow parking
lines If you notice that the matter
you have reported worsens and you believe
that it may fall within our criteria for repair,
please let us know and we will
re-inspect.

 If you need to contact
us again regarding this matter, please include
the reference number as shown at the top of
this email. Kind regards, Suffolk County
Council Growth, Highways and Infrastructure
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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>

C01 - Does not meet repair criteria Hello,
Your report reference number is: 00548601
Address, Parish: OLIVER ROAD, BURY ST
EDMUNDS Date reported: 13/01/2026
Description: Broken Road, this piece of road
is horrendous, with broken bits of road
everywhere, there is quite a large scaled area
around here that is broken. We have
investigated your report and after careful
assessment, this matter is not currently
considered to meet our safety intervention
criteria for immediate action. Whilst we would
like to resolve every highway concern
reported to us, we must prioritise what we are
able to do.

 Some reports may be
considered for future programmes of work,
even if they do not meet the criteria for
immediate action. Examples include
non-priority issues such as missing or fallen
directional or information signs, noisy highway
authority-owned covers, and certain road
markings. Such sites will be added to a
county-wide list across Suffolk and will be
prioritised for action as and when funding
becomes available.

 We regularly
undertake routine safety inspections to

Clearance e-mail
to Customer

identify defects using the council's published criteria which is based on the severity of the issue, location and road type. You can view in detail our Highways

Maintenance Operational Plan.

Examples of defects that do meet our repair criteria include: Potholes: 40mm+ deep Footway defects:20mm+ deep holes or 20mm+ high trips Road signs: Priority is given to missing/obstructed mandatory signs, warning signs and regulatory signs Road markings: Priority and safety markings, including yellow parking lines

If you notice that the matter you have reported worsens and you believe that it may fall within our criteria for repair, please let us know and we will

re-inspect.

 If you need to contact us again regarding this matter, please include the reference number as shown at the top of this email. 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.

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https://www.suffolk.gov.uk/roads-and-transport/ View existing highways reports -
https://highwaysreporting.suffolk.gov.uk

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mailto:customer.service@suffolk.gov.uk

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

https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/b29e7aff-c854-4186-9ae1-e7ce7a97cff7.jpeg

Customer Supplied Photograph

Customer Report Details							11
CRNO:	549348	NSG Reference:	37401019	Date and Time Recorded:	15/01/2026	16:07	
Request Type:	Signs and Lines	Issue Type:	Road Markings				

Customer Details

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

Location of Report

Address:	OLIVER ROAD BURY ST EDMUNDS
Location:	Outside of no.2
Grid Reference:	583189.31 - 264978.25

Customer Report Description

Disabled bay outside no.2 - white lines have faded

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	16:07	REQUEST-RECORDED						
2	15/01/2026	16:07	CUSTOMER-ADDED						
3	15/01/2026	16:07	ACTION-RECORDED						
4	16/01/2026	12:23	ACTION-CLEARED						
5	16/01/2026	12:23	EVENT-RECORDED	HAO Site Visit Scheduled					
6	16/01/2026	12:23	STD-INSPECTION						
7	23/01/2026	14:07	INSPECT-CLEARED						
8	23/01/2026	14:07	EVENT-RECORDED	Mobile Device Inspection Performed					
9	23/01/2026	14:07	LA-CREATED		361718	Outside of no.2a	23/01/2026	23/01/2026	05/05/2026
10	23/01/2026	14:07			361718	Outside of no.2a	23/01/2026	23/01/2026	05/05/2026
11	05/05/2026	19:17	LA-COMPLETED		361718	Outside of no.2a	23/01/2026	23/01/2026	05/05/2026

Customer Report Details						13
CRNO:	550760	NSG Reference:	37401019	Date and Time Recorded:	20/01/2026	11:12
Request Type:	Pothole	Issue Type:				Pothole

Customer Details					
Name:	Cllr Martin Robinson				
Address:	OLIVER ROAD BURY ST EDMUNDS				
Telephone:	07503 003759				
Email:	martin.robinson@suffolk.gov.uk				
Contact Type:	EMAL				

Location of Report					
Address:	OLIVER ROAD BURY ST EDMUNDS				
Location:	Outside middle school on that stretch of road				
Grid Reference:	583213.32	-	264414.05		

Customer Report Description					
** COUNCILLOR CONTACT ** Will you please look into this complaint made by the Mayor of Bury St Edmunds. regarding two potholes that are located near the school on Oliver Road that were highlighted by [REDACTED]. There has been quite a lot of concern expressed by residents about the state of this road and in particular the one I spoke to [REDACTED] about before Christmas, which was Report number 00545359 where the holes seem very deep indeed. Since then [REDACTED] has alerted me to the reports(547822, 543845, 545800, 545359, 547741) I have attached above. Can you please advise as to whether there is any work schedule planned and do your best to escalate the issue. The problem with Oliver Road is not new and it is the main artery for the estate and I believe often used as a cut through from Newmarket Road to Westley Road to avoid the build up of traffic at peak times.					

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	20/01/2026	11:12	REQUEST-RECORDED						
2	20/01/2026	11:12	CUSTOMER-ADDED						
3	20/01/2026	11:12	ACTION-RECORDED						
4	20/01/2026	11:14	ACTION-CLEARED	**COUNCILLOR CONTACT** IF THIS ENQUIRY IS NOT FOR YOU AND YOU NEED TO TRANSFER THIS REPORT TO ANOTHER TEAM/INDIVIDUAL, PLEASE USE THE APPROPRIATE EVENT TYPE T CODE AND AMEND THE DUE DATE BACK TO 29/01/2026 Please see attached from Councillor Robinson who has raised the following points:- regarding two potholes that are located near the school on Oliver Road that were highlighted by [REDACTED]. There has been quite a lot of concern expressed by residents about the state of this road and in particular the one I spoke to [REDACTED] about before Christmas, which was Report number 00545359 where the holes seem very deep indeed. Since then [REDACTED] has alerted me to the reports I have attached above. Can you please advise as to whether there is any work					

5 20/01/2026 11:14 EVENT-RECORDED

schedule planned and do your best to escalate the issue. The problem with Oliver Road is not new and it is the main artery for the estate and I believe often used as a cut through from Newmarket Road to Westley Road to avoid the build up of traffic at peak times. We have sent the Councillor an acknowledgement email and given them this customer report reference number for any further queries. Please can you draft a response for the councillor as soon as possible, a response is required by 29/01/2026 at the latest and either email it to CouncillorHighwaysSupport@suffolkhighways.org or use Function/Clear Actions/Record New in this customer report, then type your draft into the Description field before selecting Event Type T51 to transfer the report. If you are unable to provide a detailed response, please provide us with a holding response we can send (which should include a date when you can provide a fuller response). We will use this to update the councillor so please use plain English and non-technical terms which the councillor can forward to their constituents if they wish.

****COUNCILLOR CONTACT**** IF THIS ENQUIRY IS NOT FOR YOU AND YOU NEED TO TRANSFER THIS REPORT TO ANOTHER TEAM/INDIVIDUAL, PLEASE USE THE APPROPRIATE EVENT TYPE T CODE AND AMEND THE DUE DATE BACK TO 29/01/2026 Please see attached from Councillor Robinson who has raised the following points:- regarding two potholes that are located near the school on Oliver Road that were highlighted by [REDACTED]. There has been quite a lot of concern expressed by residents about the state of this road and in particular the one I spoke to [REDACTED] about before Christmas, which was Report number 00545359 where the holes seem very deep indeed. Since then [REDACTED] has alerted me to the reports I have attached above. Can you please advise as to whether there is any work schedule planned and do your best to escalate the issue. The problem with Oliver Road is not new and it is the main artery for the estate and I believe often used as a cut through from Newmarket Road to Westley Road to avoid the build up of traffic at peak times. We have sent the Councillor an acknowledgement email and given them this customer report reference number for any further queries. Please can you draft a response for the councillor as soon as possible, a response is required by 29/01/2026 at the latest and either email it to CouncillorHighwaysSupport@suffolkhighways.org or use Function/Clear Actions/Record

Action -
Councillor
Response
Required

6	20/01/2026	11:14	ACTION-RECORDED	New in this customer report, then type your draft into the Description field before selecting Event Type T51 to transfer the report. If you are unable to provide a detailed response, please provide us with a holding response we can send (which should include a date when you can provide a fuller response). We will use this to update the councillor so please use plain English and non-technical terms which the councillor can forward to their constituents if they wish. **COUNCILLOR CONTACT** IF THIS ENQUIRY IS NOT FOR YOU AND YOU NEED TO TRANSFER THIS REPORT TO ANOTHER TEAM/INDIVIDUAL, PLEASE USE THE APPROPRIATE EVENT TYPE T CODE AND AMEND THE DUE DATE BACK TO 29/01/2026 Please see attached from Councillor Robinson who has raised the following points:- regarding two potholes that are located near the school on Oliver Road that were highlighted by [REDACTED]. There has been quite a lot of concern expressed by residents about the state of this road and in particular the one I spoke to [REDACTED] about before Christmas, which was Report number 00545359 where the holes seem very deep indeed. Since then [REDACTED] has alerted me to the reports I have attached above. Can you please advise as to whether there is any work schedule planned and do your best to escalate the issue. The problem with Oliver Road is not new and it is the main artery for the estate and I believe often used as a cut through from Newmarket Road to Westley Road to avoid the build up of traffic at peak times. We have sent the Councillor an acknowledgement email and given them this customer report reference number for any further queries. Please can you draft a response for the councillor as soon as possible, a response is required by 29/01/2026 at the latest and either email it to CouncillorHighwaysSupport@suffolkhighways.org or use Function/Clear Actions/Record New in this customer report, then type your draft into the Description field before selecting Event Type T51 to transfer the report. If you are unable to provide a detailed response, please provide us with a holding response we can send (which should include a date when you can provide a fuller response). We will use this to update the councillor so please use plain English and non-technical terms which the councillor can forward to their constituents if they wish.	
7	20/01/2026	11:18	EVENT-RECORDED	Ack sent to Cllr as attached	Acknowledgement Sent
8	22/01/2026	10:49	ACTION-CLEARED		
9	22/01/2026	10:49	EVENT-RECORDED		HAO Site Visit

10	22/01/2026	10:49	STD-INSPECTION	Scheduled
11	23/01/2026	14:07	INSPECT-CLEARED	
12	23/01/2026	14:07	EVENT-RECORDED	LA Code Cleared/Works Completed
13	23/01/2026	14:07	REQUEST-CLEARED	

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

182543

Frequency:

3 Months

Date Due:

19/04/2025

Done Date/Time:

15/04/2025 16:42

Inspector:

Defect Found:

No

Description:

Next Due Date:

19/04/2026

Last Updated By:

at 18:28 on 15/04/2025

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

190093

Frequency:

3 Months

Date Due:

19/07/2025

Done Date/Time:

15/07/2025 05:53

Inspector:

██████

Defect Found:

No

Description:

solo/ no hmop defects found at the time of inspection

Next Due Date:

19/04/2026

Last Updated By:

██████ at 07:01 on 15/07/2025

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

199843

Frequency:

3 Months

Date Due:

19/10/2025

Done Date/Time:

06/11/2025 13:32

Inspector:

████████

Defect Found:

No

Description:

Inspection with ██████.

Next Due Date:

19/04/2026

Last Updated By:

████████ at 15:06 on 06/11/2025

Cyclic Activities

Activity Type:	FIW	Footway Inspections Walked	Survey:	199844
Frequency:	12	Months		
Date Due:	19/10/2025			
Done Date/Time:	06/11/2025	13:14		
Inspector:				
Defect Found:	No			
Description:	Inspection with .	Leaves on footway in places obscuring inspection.		
Next Due Date:	19/10/2026			
Last Updated By:		at 15:06 on 06/11/2025		

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

201085

Frequency:

3 Months

Date Due:

19/01/2026

Done Date/Time:

23/01/2026 13:35

Inspector:

████████

Defect Found:

No

Description:

Next Due Date:

19/04/2026

Last Updated By:

████████ at 14:08 on 23/01/2026

Asset Location History Report Aurora

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

Search Parameters

Current User Extent:

From: 14/08/2025

To: 14/08/2026

Include: All

Location: Street : Oliver Road Bury St Edmunds, Suffolk

Selected Spatial Area:

Report Run Date: 14/08/2026

Road Classification Information

USRN

USRN: 37401019

Road Number: Z4U5501

Address: OLIVER ROAD

Town: BURY ST EDMUNDS

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: 969.55

Inspections

Highway Safety Inspection

Action Number: 26285

Action Type: Highway Safety Inspection

Asset Type: Carriageway

Method: Driven

Inspector: [REDACTED]

Due Date: 19/04/2026 23:59

Completed Date: 09/04/2026 13:15

State: Completed (No Observed Defects)

Frequency:	Quarterly
Next Due Date:	19/07/2026 23:59
Defect Found?:	No
HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
Weather:	Dry
Surface State:	Dry
Walked or Driven?:	Driven
Driver Name:	

Highway Safety Inspection

Action Number:	123914
Action Type:	Highway Safety Inspection
Asset Type:	Carriageway
Method:	Driven
Inspector:	
Due Date:	19/07/2026 23:59
Completed Date:	14/07/2026 10:22
State:	Completed
Frequency:	Quarterly
Next Due Date:	19/10/2026 23:59
Defect Found?:	Yes
HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
Weather:	Dry
Surface State:	Dry
Walked or Driven?:	Driven
Driver Name:	kr

Defect

Action Number:	164646
Action Type:	Reactive Highways Maintenance
Asset Type:	Tree
Asset:	Oliver Road,Bury St Edmunds, Suffolk
Defect Type:	Matrix P - Vegetation

Originated Date:	14/07/2026 10:08
Due Date:	16/07/2026 10:08
Ordered Date:	14/07/2026 10:14
Started Date:	17/07/2026 15:07
Completed Date:	17/07/2026 15:10
State:	Work Completed
Location:	72
Description:	cut all low branches over carriageway
Order Number:	18297
Priority:	P2 - 2 Working Days
Client Target Completion Due:	2 Day(s)
Contractor Target Completion Due:	2 Day(s)
Client Completion Due:	16/07/2026 10:08
Contractor Completion Due:	16/07/2026 16:30
Grid Ref.:	583111 264561
Likelihood:	Branches threatening to fall in the highway or likely to collide with passing vehicles
Defect length & width (specify mm or m):	x1 tree
Defect depth / level difference (mm):	.
Action required:	Cut back veg
Type:	low branches over carriageway
Overhanging or ground level?:	Overhanging
Position in road/footway/verge:	verge
Speed limit (mph):	30
Road width (m):	5
Footway width (m):	2
Available width for TM (m):	5
Marked up on site?:	No
Volume of traffic/pedestrian movement:	Light
Additional hazards:	.

816.jpg:



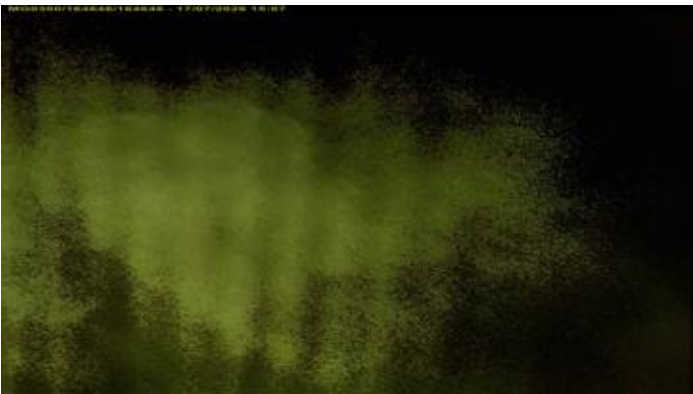
817.jpg:



MG0300_164646_164646__g07@mgroup.mwf_178
4297496098.jpg:



MG0300_164646_164646_Travelling_g07@mgroup.
mwf_1784297490513.jpg:



Maintenance

Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number:	120841
Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Oliver Road,Bury St Edmunds, Suffolk
Defect Type:	Matrix C - Carriageway Defects
Originated Date:	01/04/2026 12:39
Due Date:	01/05/2026 12:39
Ordered Date:	01/04/2026 12:45
Started Date:	01/05/2026 11:57
Completed Date:	01/05/2026 13:00
State:	Approved
Location:	school
Description:	pothole
Order Number:	9251
Priority:	P5 - 20 Working Days
Client Target Completion Due:	20 Day(s)
Contractor Target Completion Due:	20 Day(s)
Client Completion Due:	01/05/2026 12:39
Contractor Completion Due:	01/05/2026 16:30
Grid Ref.:	583215 264406
Likelihood:	Likely- 40-100mm
Defect length & width (specify mm or m):	200mm x 400mm
Defect depth / level difference (mm):	50
Action required:	Patch
Position in road/footway/verge:	center
Speed limit (mph):	40
Road width (m):	7
Footway width (m):	1
Available width for TM (m):	4
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Light

Additional hazards:	junction near
HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
M Group Area:	MOA - West

Attachments

1244.jpg:



1245.jpg:



1246.jpg:



Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number:	120869
Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Oliver Road,Bury St Edmunds, Suffolk

Defect Type:	Matrix C - Carriageway Defects
Originated Date:	01/04/2026 12:44
Due Date:	01/05/2026 12:44
Ordered Date:	01/04/2026 13:11
Started Date:	01/05/2026 09:57
Completed Date:	01/05/2026 12:52
State:	Approved
Location:	paddock close junction
Description:	long center pothole
Order Number:	9258
Priority:	P5 - 20 Working Days
Client Target Completion Due:	20 Day(s)
Contractor Target Completion Due:	20 Day(s)
Client Completion Due:	01/05/2026 12:44
Contractor Completion Due:	01/05/2026 16:30
Grid Ref.:	583216 264383
Likelihood:	Likely- 40-100mm
Defect length & width (specify mm or m):	1000mm x 15000mm
Defect depth / level difference (mm):	50
Action required:	Patch
Position in road/footway/verge:	center
Speed limit (mph):	40
Road width (m):	7
Footway width (m):	1
Available width for TM (m):	4
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Light
Additional hazards:	junction near
HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
M Group Area:	MOA - West

Attachments

1247.jpg:



1248.jpg:



1249.jpg:



1250.jpg:



Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number:	134202
Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Oliver Road,Bury St Edmunds, Suffolk
Defect Type:	Matrix C - Carriageway Defects
Originated Date:	01/05/2026 12:59
Due Date:	02/06/2026 12:59
Ordered Date:	05/05/2026 11:44
Started Date:	02/06/2026 19:12
Completed Date:	02/06/2026 19:40
State:	Approved
Location:	outside 28
Description:	pothole around manhole
Order Number:	12371
Priority:	P5 - 20 Working Days
Client Target Completion Due:	20 Day(s)
Contractor Target Completion Due:	20 Day(s)
Client Completion Due:	02/06/2026 12:59
Contractor Completion Due:	03/06/2026 16:30
Grid Ref.:	583116 264808
Likelihood:	Likely- 40-100mm
Defect length & width (specify mm or m):	300mm x 200mm
Defect depth / level difference (mm):	45
Action required:	Patch
Position in road/footway/verge:	center
Speed limit (mph):	30
Road width (m):	5.5
Footway width (m):	1
Available width for TM (m):	1.5
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Light
Additional hazards:	traffic island

HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
M Group Area:	MOA - West

Attachments

2039.jpg:



2040.jpg:



2041.jpg:



2042.jpg:



Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number:	134913
Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Oliver Road,Bury St Edmunds, Suffolk
Defect Type:	Matrix C - Carriageway Defects
Originated Date:	06/05/2026 12:29
Due Date:	04/06/2026 12:29
Ordered Date:	06/05/2026 12:35
Started Date:	02/06/2026 18:33
Completed Date:	02/06/2026 19:05
State:	Approved
Location:	11
Description:	pothole outside 11
Order Number:	12502
Priority:	P5 - 20 Working Days
Client Target Completion Due:	20 Day(s)
Contractor Target Completion Due:	20 Day(s)
Client Completion Due:	04/06/2026 12:29
Contractor Completion Due:	04/06/2026 16:30
Grid Ref.:	583168 264938
Likelihood:	Likely- 40-100mm
Defect length & width (specify mm or m):	300mm x 300mm
Defect depth / level difference (mm):	60
Action required:	Patch

Position in road/footway/verge:	center
Speed limit (mph):	30
Road width (m):	6.6
Footway width (m):	1
Available width for TM (m):	3.5
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Light
Additional hazards:	traffic island
HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
M Group Area:	MOA - West

Attachments

2085.jpg:



2086.jpg:



2087.jpg:



Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number:	134914
Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Oliver Road,Bury St Edmunds, Suffolk
Defect Type:	Matrix C - Carriageway Defects
Originated Date:	05/05/2026 19:15
Due Date:	03/06/2026 19:15
Ordered Date:	06/05/2026 12:36
Started Date:	02/06/2026 18:35
Completed Date:	02/06/2026 19:09
State:	Approved
Location:	27
Description:	pothole outside 27
Order Number:	12503
Priority:	P5 - 20 Working Days
Client Target Completion Due:	20 Day(s)
Contractor Target Completion Due:	20 Day(s)
Client Completion Due:	03/06/2026 19:15
Contractor Completion Due:	04/06/2026 16:30
Grid Ref.:	583152 264900
Likelihood:	Likely- 40-100mm
Defect length & width (specify mm or m):	300mm x 300mm
Defect depth / level difference (mm):	60
Action required:	Patch

Position in road/footway/verge:	center
Speed limit (mph):	30
Road width (m):	6.6
Footway width (m):	1
Available width for TM (m):	3.5
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Light
Additional hazards:	junction
HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
M Group Area:	MOA - West

Attachments

2082.jpg:



2083.jpg:



2084.jpg:



PWPFile-84d4f836-f1bf-4045-8acb-66d756e9e055..jpeg:



Reactive Highways Maintenance - Matrix P - Vegetation

Action Number:	138169
Action Type:	Reactive Highways Maintenance
Asset Type:	Street
Asset:	Oliver Road,Bury St Edmunds, Suffolk
Defect Type:	Matrix P - Vegetation
Originated Date:	11/05/2026 15:24
Due Date:	18/05/2026 15:24
Ordered Date:	13/05/2026 11:42
Started Date:	18/05/2026 08:34
Completed Date:	18/05/2026 09:25
State:	Approved
Location:	outside closed down school
Description:	hedge overhanging the footway.
Order Number:	13029
Priority:	P3 - 5 Working Days
Client Target Completion Due:	5 Day(s)
Contractor Target Completion Due:	5 Day(s)

Client Completion Due:	18/05/2026 15:24
Contractor Completion Due:	20/05/2026 16:30
Grid Ref.:	583207 264370
Likelihood:	Vegetation forcing pedestrians into the carriageway
Defect length & width (specify mm or m):	hedge growing into carriageway
Defect depth / level difference (mm):	50m
Action required:	Cut back veg
Type:	hedge row
Overhanging or ground level?:	Both
Position in road/footway/verge:	verge
Speed limit (mph):	20
Road width (m):	5
Footway width (m):	1
Available width for TM (m):	5
Marked up on site?:	No
Volume of traffic/pedestrian movement:	Light
Additional hazards:	.
HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
M Group Area:	MOA - West

Attachments

2172.jpg:



2173.jpg:



2174.jpg:



Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number:	147043
Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Oliver Road,Bury St Edmunds, Suffolk
Defect Type:	Matrix C - Carriageway Defects
Originated Date:	03/06/2026 16:46
Due Date:	01/07/2026 16:46
Ordered Date:	05/06/2026 10:08
Started Date:	16/06/2026 20:49
Completed Date:	16/06/2026 21:14
State:	Approved
Location:	Adjacent to Ridley Road.
Description:	A pothole adjacent to the Ridley Road junction
Order Number:	14651
Priority:	P5 - 20 Working Days
Client Target Completion Due:	20 Day(s)
Contractor Target Completion Due:	20 Day(s)

Client Completion Due:	01/07/2026 16:46
Contractor Completion Due:	03/07/2026 16:30
Grid Ref.:	583215 264452
Likelihood:	Likely- 40-100mm
Defect length & width (specify mm or m):	200mm x 300mm
Defect depth / level difference (mm):	60
Action required:	Patch
Position in road/footway/verge:	edge
Speed limit (mph):	30
Road width (m):	6
Footway width (m):	2
Available width for TM (m):	5
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Light
Additional hazards:	junction near
HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
M Group Area:	MOA - West

Attachments

60.jpg:



62.jpg:



63.jpg:



MG0300_147043_147043__g10@mgroup.mwf_178
1640835419.jpg:



MG0300_147043_147043__g10@mgroup.mwf_178
1640851583.jpg:



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MG0300_147043_147043_On_Site_g10@mgroup.mwf_1781639566010.jpg:



MG0300_147043_147043_On_Site_g10@mgroup.mwf_1781640162699.jpg:



MG0300_147043_147043_Travelling_g10@mgroup.mwf_1781639373745.jpg:



Reactive Highways Maintenance - Matrix D - Ironwork

Action Number:

160019

Action Type:	Reactive Highways Maintenance
Asset Type:	Street
Asset:	Oliver Road,Bury St Edmunds, Suffolk
Defect Type:	Matrix D - Ironwork
Originated Date:	03/07/2026 10:30
Due Date:	17/07/2026 10:30
Ordered Date:	03/07/2026 10:32
Started Date:	13/07/2026 09:53
Completed Date:	13/07/2026 11:54
State:	Approved
Location:	Outside school
Description:	sunken gully
Order Number:	17396
Priority:	P4 - 10 Working Days
Client Target Completion Due:	10 Day(s)
Contractor Target Completion Due:	10 Day(s)
Client Completion Due:	17/07/2026 10:30
Contractor Completion Due:	20/07/2026 16:30
Grid Ref.:	583216 264451
Likelihood:	Unlikely - sunken, risen, broken or rocking frame 25-99mm depth
Defect length & width (specify mm or m):	x1 gully replace or reset
Defect depth / level difference (mm):	30
Action required:	Replace
Ironwork type:	surface water
Ironwork Defect Type:	Sunken
Position in road/footway/verge:	edge
Speed limit (mph):	30
Road width (m):	6
Footway width (m):	2
Available width for TM (m):	5
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Light
Additional hazards:	.

HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
M Group Area:	MOA - West

Attachments

595.jpg:



596.jpg:



597.jpg:



MG0300_160019_160019__g09@mgroup.mwf_178
3940082369.jpg:



MG0300_160019_160019__g09@mgroup.mwf_178
3940106113.jpg:



MG0300_160019_160019_Delivered_g15@mgroup.
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MG0300_160019_160019_On_Site_g09@mgroup.m
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MG0300_160019_160019_Travelling_g09@mgroup.
mwf_1783932844662.jpg:



MG0300_160019_160019_Travelling_g09@mgroup.
mwf_1783932925077.jpg:



Reactive Highways Maintenance - Matrix P - Vegetation

Action Number:	164646
Action Type:	Reactive Highways Maintenance
Asset Type:	Tree
Asset:	Oliver Road,Bury St Edmunds, Suffolk
Defect Type:	Matrix P - Vegetation
Originated Date:	14/07/2026 10:08
Due Date:	16/07/2026 10:08
Ordered Date:	14/07/2026 10:14
Started Date:	17/07/2026 15:07
Completed Date:	17/07/2026 15:10
State:	Work Completed
Location:	72
Description:	cut all low branches over carriageway
Order Number:	18297
Priority:	P2 - 2 Working Days
Client Target Completion Due:	2 Day(s)
Contractor Target Completion Due:	2 Day(s)

Client Completion Due:	16/07/2026 10:08
Contractor Completion Due:	16/07/2026 16:30
Grid Ref.:	583111 264561
Likelihood:	Branches threatening to fall in the highway or likely to collide with passing vehicles
Defect length & width (specify mm or m):	x1 tree
Defect depth / level difference (mm):	.
Action required:	Cut back veg
Type:	low branches over carriageway
Overhanging or ground level?:	Overhanging
Position in road/footway/verge:	verge
Speed limit (mph):	30
Road width (m):	5
Footway width (m):	2
Available width for TM (m):	5
Marked up on site?:	No
Volume of traffic/pedestrian movement:	Light
Additional hazards:	.
HAO Area:	HAO - All Areas Merged, HAO - Rougham 04
HAE Area:	HAE - Rougham
M Group Area:	MOA - West

Attachments

816.jpg:



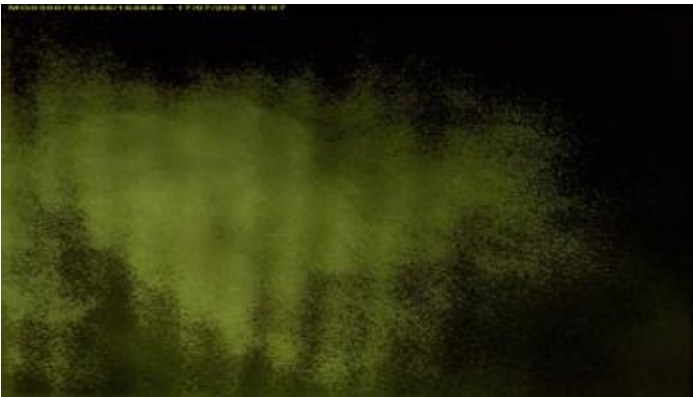
817.jpg:



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MG0300_164646_164646_Travelling_g07@mgroup.mwf_1784297490513.jpg:



Case

Insight Legacy Licence

Case Type:	Insight Legacy Licence
Case Number:	27247
Asset Type:	Street
Originated Date:	23/03/2021 19:29
Service Level:	Application
Location:	169 Oliver Road
Description:	Blue Badge No:N93DK400358Y1123 Supporting document seen: DVLA V5
State:	Live

Insight Licence Number:	27249
Insight Licence Type:	Advisory Disabled Parking Bay (BAY)
Charge Code:	00027216
Welfare and Containers	
Case Type:	Welfare and Containers
Case Number:	34649
Asset Type:	Street
Originated Date:	12/05/2025 13:58
Service Level:	Application
Location:	O/S School
Description:	Welfare Units x2
State:	Completed
Grid Ref.:	583220 264439
Parish:	PAR - Bury St. Edmunds
Licensing Area:	LIC - West Area North
Attachments	
2025-05-12 Oliver Road 34649 CABa:	
2025-05-12 Oliver Road 34649 CABb:	
2025-05-12 Oliver Road 34649pop:	
Hoarding	
Case Type:	Hoarding
Case Number:	34651
Asset Type:	Street
Originated Date:	12/05/2025 14:10
Service Level:	Application
Location:	O/S School
Description:	Hoarding
State:	Completed
Grid Ref.:	583219 264439
Parish:	PAR - Bury St. Edmunds
Licensing Area:	LIC - West Area North
Attachments	
2025-05-12 Oliver Road 34651 hrd hli:	
2025-05-12 Oliver Road 34651 hrd pop:	

2025-05-12 Oliver Road 34651 HRDa:	
2025-05-12 Oliver Road 34651b:	
Materials on the Highway	
Case Type:	Materials on the Highway
Case Number:	34652
Asset Type:	Street
Originated Date:	12/05/2025 14:24
Service Level:	Application
Location:	O/S School
Description:	Materials
State:	Completed
Grid Ref.:	583219 264439
Parish:	PAR - Bury St. Edmunds
Licensing Area:	LIC - West Area North
Attachments	
2025-05-12 Oliver Road 34652 MAT hli:	
2025-05-12 Oliver Road 34652 MAT pop:	
2025-05-12 Oliver Road 34652 MATa:	
2025-05-12 Oliver Road 34652 MATb:	
Materials on the Highway	
Case Type:	Materials on the Highway
Case Number:	35542
Asset Type:	Street
Originated Date:	16/12/2025 14:38
Service Level:	Application
Location:	O/S School
Description:	Materials
State:	Completed
Grid Ref.:	583531 264808
Parish:	PAR - Bury St. Edmunds
Licensing Area:	LIC - West Area North
Attachments	
2025-12-16 Oliver Road 35542a:	
2025-12-16 Oliver Road 35542b:	

2025-12-17 Oliver Road 35542hli:

2026-01-16 Oliver Road 35542pop:

Hoarding

Case Type:	Hoarding
Case Number:	35543
Asset Type:	Street
Originated Date:	16/12/2025 14:56
Service Level:	Application
Location:	O/S School
Description:	Hoarding
State:	Completed
Grid Ref.:	583526 264813
Parish:	PAR - Bury St. Edmunds
Licensing Area:	LIC - West Area North

Attachments

- 2025-12-16 Oliver Road 35543a:
- 2025-12-16 Oliver Road 35543b:
- 2025-12-17 Oliver Road 35543hli:
- 2026-01-16 Oliver Road 35543pop:

Welfare and Containers

Case Type:	Welfare and Containers
Case Number:	35544
Asset Type:	Street
Originated Date:	16/12/2025 15:11
Service Level:	Application
Location:	O/S School
Description:	Welfare and Container x2
State:	Completed
Grid Ref.:	583523 264816
Parish:	PAR - Bury St. Edmunds
Licensing Area:	LIC - West Area North

Attachments

- 2025-12-16 Oliver Road 35544a:
- 2025-12-16 Oliver Road 35544b:

2025-12-17 Oliver Road 35544hli:	
2025-12-17 Oliver Road 35544pop:	
Insight Legacy Report	
Case Type:	Insight Legacy Report
Case Number:	37794
Asset Type:	Street
Originated Date:	21/12/2025 15:31
Service Level:	Standard
Location:	Newmarket Road end, I believe outside No.3/5 Oliver Road
Description:	There is a pothole at the end of Oliver Road, towards Newmarket Road end. This is fair in size but no doubt will get bigger and cause issues to people.s cars. I have hit this and it made an almighty thud to my car!
State:	Cleared
Grid Ref.:	583187 264975
Insight CRNo:	545800
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:	360271
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:	38263
Asset Type:	Street
Originated Date:	10/01/2026 16:05
Service Level:	Standard
Location:	71 Oliver road bury st Edmund.s ip333jq
Description:	Two big potholes out side my drive way one being the main water pipe very deep
State:	Cleared
Grid Ref.:	583046 264752

Insight CRNo:	547741
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:	361697
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:	38847
Asset Type:	Street
Originated Date:	15/01/2026 16:07
Service Level:	Standard
Location:	Outside of no.2
Description:	Disabled bay outside no.2 - white lines have faded
State:	Cleared
Grid Ref.:	583189 264978
Insight CRNo:	549348
Insight Request Type:	Signs and Lines (SIGN)
Insight Service Code:	LIVE (SERV)
Insight Analysis Code 1:	Road Markings (RMMF)
Insight Analysis Code 2:	Fault Report (FLTR))
Insight External Ref:	mitcke
Insight Priority Code:	Standard (STD)
Insight Stage:	MAINT
Insight L.A.Code Number:	361718
Insight L.A.Code Contract:	Milestone H/Way Reactive (MILH/R)
Insight L.A.Code Stage:	ORDERED

Pothole(s)

Case Type:	Pothole(s)
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Case Number:	53414
Asset Type:	Carriageway
Originated Date:	02/03/2026 14:41
Service Level:	Standard
Location:	Outside Paddock Close
Description:	2 biggish pot holes right next to each other could eventually end up too big!!!!
State:	Cleared
Grid Ref.:	583213 264379

Overgrowth

Case Type:	Overgrowth
Case Number:	53712
Asset Type:	Street
Originated Date:	03/03/2026 15:15
Service Level:	Standard
Location:	Outside no7
Description:	3-4 men looking very suspicious near the corner of 7 Oliver Road BSE with a saw. She believes they might be trying to cut down the tree on the corner as there are saw marks on it, so thinks they may come back with more equipment. - see attached email from West Suffolk
State:	Cleared
Grid Ref.:	583181 264963

Attachments

Email from West Suffolk:

Pothole(s)

Case Type:	Pothole(s)
Case Number:	61587
Asset Type:	Carriageway
Originated Date:	27/04/2026 14:06
Service Level:	Standard
Location:	adjacent to Westley middle school. Sustained damage to 2x wheels and t
Description:	Pothole
State:	Cleared
Grid Ref.:	583217 264398

Attachments

PWPFile-97d858b8-407d-4874-8a46-62ff847977cf.jpeg:



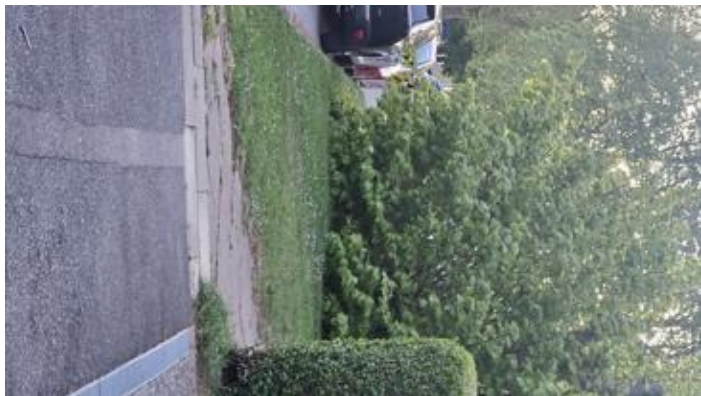
Overgrowth

Case Type:	Overgrowth
Case Number:	62127
Asset Type:	Street
Originated Date:	01/05/2026 11:02
Service Level:	Standard
Location:	Near to house number 74 on public pathway, near car parking area
Description:	Tree is blocking view of road when I'm reversing off my driveway
State:	Cleared
Grid Ref.:	583180 264542

Attachments

PWPFile-768f0e0d-a66d-413a-b538-8ae12eeaf21f..jpg:





Pothole(s)	
Case Type:	Pothole(s)
Case Number:	62157
Asset Type:	Carriageway
Originated Date:	01/05/2026 12:59
Service Level:	Standard
Location:	All up Oliver Road!
Description:	There are several drains up Oliver Road, each have quite a deep pot hole surrounding. The drains are sticking out so much that it makes a thud every time you drive over one. They are hard to avoid!!
State:	Cleared - Maintenance
Grid Ref.:	583097 264746

Pothole(s)	
Case Type:	Pothole(s)
Case Number:	62482
Asset Type:	Carriageway
Originated Date:	05/05/2026 19:15
Service Level:	Standard
Location:	Near 13 Oliver Road. On the main road.
Description:	Pothole, unavoidable due to traffic calming pillars. High traffic area.quite deep and wide.
State:	Cleared - Maintenance
Grid Ref.:	583167 264936

Attachments

PWPFile-84d4f836-f1bf-4045-8acb-66d756e9e055..jpeg:



New Claim Received

Case Type:	New Claim Received
Case Number:	62855
Originated Date:	08/05/2026 10:05
Service Level:	Standard
Location:	adjacent to Westley middle school. Sustained damage to 2x wheels and t
Description:	Pothole
State:	Queued
Grid Ref.:	583217 264398

Attachments

Email requesting claim:

PWPFile-97d858b8-407d-4874-8a46-62ff847977cf.jpeg:



Overgrowth

Case Type:	Overgrowth
Case Number:	63170
Asset Type:	Street
Originated Date:	11/05/2026 15:24
Service Level:	Standard

Location:	From The Cottage on LHS of Oliver Road down to the school.
Description:	Hedge needs cutting only one paving slab to walk even then hedge is sprouting out and you need to mind eyes. Also grass verge never seems to be cut.
State:	Cleared - Maintenance
Grid Ref.:	583212 264351
Pothole(s)	
Case Type:	Pothole(s)
Case Number:	66004
Asset Type:	Carriageway
Originated Date:	03/06/2026 16:44
Service Level:	Standard
Location:	Between The Westbury community centre and 56 Oliver Road
Description:	The entrance to the garage block here is a mess, with broke road and potholes that could do some damage!
State:	Cleared
Grid Ref.:	583082 264635
Pothole(s)	
Case Type:	Pothole(s)
Case Number:	66006
Asset Type:	Carriageway
Originated Date:	03/06/2026 16:46
Service Level:	Standard
Location:	Adjacent to Ridley Road? School end.
Description:	A pothole adjacent to the Ridley Road junction, fills up with water when it rains and you hit it without noticing it
State:	Cleared - Maintenance
Grid Ref.:	583215 264464
Pothole(s)	
Case Type:	Pothole(s)
Case Number:	66426
Asset Type:	Carriageway
Originated Date:	07/06/2026 09:20
Service Level:	Standard
Location:	Oliver Road (shell garage end)

Description:	The potholes around the drains all along Oliver Road need properly fixing, not just the single one that's been repaired and marked as completed. There are several others in just as bad condition, and every time you drive over them you can clearly feel the impact on your car. It's frustrating to see the issue marked as resolved when the rest of the road surface around the drains is still in poor condition. Please can the whole stretch be inspected and repaired properly rather than patching one isolated section while leaving the others untouched.
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State:	Cleared
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Grid Ref.:	583119 264824
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Welfare and Containers

Case Type:	Welfare and Containers
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Case Number:	69038
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Asset Type:	Street
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Originated Date:	25/06/2026 07:56
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Service Level:	Application
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Location:	In layby near school.
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Description:	1 no. Cabin & 1no. Welfare Unit
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State:	Live
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Grid Ref.:	583218 264403
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Parish:	PAR - Bury St. Edmunds
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Licensing Area:	LIC - West Area North
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Attachments

2026-06-25 Oliver Road 69038 60939 69041b:
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2026-06-25 Oliver Road 69038a:

2026-06-25 Oliver Road 69038pop:

2026-06-26 Oliver Road 69038 69039 69041hli:
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Hoarding

Case Type:	Hoarding
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Case Number:	69039
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Asset Type:	Street
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Originated Date:	25/06/2026 08:05
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Service Level:	Application
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Location:	In layby near school
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Description:	Hoarding
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State:	Live
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Grid Ref.:	583218 264400
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Parish:	PAR - Bury St. Edmunds
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Licensing Area:	LIC - West Area North
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Attachments

2026-06-25 Oliver Road 69038 60939 69041b:

2026-06-25 Oliver Road 69039a:

2026-06-25 Oliver Road 69039pop:

Materials on the Highway

Case Type:	Materials on the Highway
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Case Number:	69041
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Asset Type:	Street
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Originated Date:	25/06/2026 08:15
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Service Level:	Application
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Location:	In layby near school
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Description:	Materials
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State:	Live
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Grid Ref.:	583218 264396
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Parish:	PAR - Bury St. Edmunds
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Licensing Area:	LIC - West Area North
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Attachments

2026-06-25 Oliver Road 69038 60939 69041b:

2026-06-25 Oliver Road 69041a:

2026-06-25 Oliver Road 69041pop:

2026-06-26 Oliver Road 69038 69039 69041hli:

2026-07-02 Oliver Road 69041pop:

Pothole(s)

Case Type:	Pothole(s)
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Case Number:	69703
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Asset Type:	Carriageway
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Originated Date:	30/06/2026 14:01
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Service Level:	Standard
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Location:	Just before the first island on Oliver Road from westley Road end
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Description:	A large pot hole surrounds the drain that is in the road, you cannot avoid this and it makes an almighty thud when you go over it
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State:	Cleared
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Grid Ref.:	583210 264300
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Attachments

PWPFile-ba2b1408-9a92-4f1b-9e72-6daa530c9a62..jpeg:



Pothole(s)

Case Type:	Pothole(s)
Case Number:	69704
Asset Type:	Carriageway
Originated Date:	30/06/2026 14:02
Service Level:	Standard
Location:	Outside the lay by outside westley middle school
Description:	A large pot hole surrounds the drain just outside the lay-by. A massive thud when you hit it
State:	Cleared
Grid Ref.:	583212 264402

Attachments

PWPFile-d2db6e75-f5f7-40a1-ac9a-e796ac3bd2b4..jpeg:



Road Works Query

Case Type:	Road Works Query
Case Number:	72215
Asset Type:	Street
Originated Date:	20/07/2026 11:32
Service Level:	VIP Response

Location:	Oliver Road
	Draft response required for Cabinet Member to respond to Donna Higgins
Description:	To EA to Christopher Hudson, Further to my email regarding the issues on York Terrace in Bury St Edmunds, I have been alerted to concerns on Oliver Road, also in Bury St Edmunds. Unlike York Terrace, this is often used as a main artery linking Newmarket Road with Westley Road and from there towards the road leading to Haverhill. The road is often used by buses and at times heavy lorries. The road was full of potholes and in a very bad state of repair for some years and the residents were very relieved to see it resurfaced several weeks ago. The method used left a square patch of untreated surface around all the manhole covers. There are 5 of them along the length of the road and I have included photos of two to show a consistency in the method. This practice means that the cars driving along go over a drop of about 15 mm...but then hit the metal covers which sit over 20mm above the surface. Obviously, as the covers are metal, the residents are concerned about the damage this could cause to their car tires. Can you explain the rationale for the practice please? Or is it intended that there will be a return visit to correct what looks like an unfinished job? I have copied in Mr [REDACTED] who first contacted me with his concerns.
State:	Queued
Grid Ref.:	583212 264352
Attachments	
20/07/2026 - ack sent:	
20/07/2026 - email from CM:	
Overgrowth	
Case Type:	Overgrowth
Case Number:	72761
Asset Type:	Street
Originated Date:	23/07/2026 11:40
Service Level:	Standard
Location:	Junction of Oliver Road and Tomlin Walk
Description:	Tree branches have been left on the grass verge after tree trimming has taken place. they have been here for around a week, and kids are playing with them. can they we collected please.
State:	Cleared
Grid Ref.:	583113 264558
New Claim Received	
Case Type:	New Claim Received