

Dear Requester

I refer to your recent Freedom of Information request:

Please could you provide the following:

Since May 2017 to present (Mar '21), how many of each, road and pavement/pathways faults have been reported to the Council for repair?

How many of each of the above were inspected? How many, following inspection, were deemed to require repair?

How many of these were repaired?

How many were repaired and subsequently (within a few months?) required further repair?

In addition, please advise on the following:

How many of each, roads, and pathways (again, since May 2017) have had multiple requests for repairs raised with the Council?

How many of each, roads and pathways, have had multiple repairs carried out?

What is the rate of requested repairs to actual repairs carried out?

What is the average time to repair from request being raised?

Please provide the data if possible itemised by year, and by channel through which the report was raised (eg. email, phone, app). And by Borough within the County. If possible also by County district eg. Worksop North, Leake & Ruddington etc.

The response is as follows and in the attachment:

Further to your recent enquiry regarding reporting of road and pathways faults to Nottinghamshire County Council, and associated data.

Whilst in the response below we have tried to answer your specific questions it is important to point out from the beginning that most Highway faults are not reported to NCC. We have a planned regime of highway inspections which are undertaken by training Highway Inspectors who follow the County Council's Highway Inspection and Risk Manual. We include the following link (<http://www.nottinghamshire.gov.uk/transport/roads/highway-inspection-manual>) which may be of assistance and explains the process associated with managing the highway. For your assistance we have added information in relation to the different communication strands and the percentage split by volumes of enquiries we receive for the last 5 years. You will see from this that the growing trend is for enquiries to be made through the County Council's web site which directly interfaces with the Highway Service. We can provide the split between repairs identified from enquiries, compared with those identified from the planned highway inspections, if you require it.

	E-mail	Mobile Device	Letter	Telephone	Officer	Web Site
2017	16%	2%	1%	33%	11%	38%

2018	13%	2%	0%	22%	3%	60%
2019	13%	2%	0%	23%	2%	60%
2020	15%	1%	0%	17%	1%	66%
2021	15%	0%	0%	14%	0%	71%

In Nottinghamshire we use a Highway Asset Management System (HAMS) to manage the various elements relating to inspections, enquiries, works ordering, Street Works noticing, maintenance planning and these various elements are recorded against a defined highway infrastructure with the network being subdivided into individual streets and sections. The data associated with the management of network is very large and therefore before we consider providing a more detailed data set in line with your final paragraph, we would wish to ensure that we have interpreted your request correctly and you are equally aware of the much wider scope of the service we provide and that your questions will only provide a limited response which could easily be misinterpreted. The attached data is split by District, but you may be referring to councillor Ward given the example you then give.

In answer to your specific questions, between May 2017 to end of March 2021, 44,570 (Carriageway Pothole/Damage, Footway Pothole/Damage Enquiries) have been reported to the Council for repair. Not all of these will have resulted in repairs being undertaken as not all of the faults being identified would have been considered defects as set out in the HIRM. At this stage we have only provided a copy of the report review for CW & FW Pot-Dam Enquiries but this gives you a split between the years, the districts, the various statuses in HAMS and may raise further question. Where status have low volumes over recent years, these will be new statuses created to improve the service. You will see from the data that of the 44,570 enquiries, 31288 enquiries resulted in a job being completed, with 354 jobs still being open at the end of March 2021. We have colour coded the status to help you understand which statuses result in work being identified compared to those which relate to utility companies and 3rd parties. At this stage we have not subdivided the data carriageway/footway as we are sure this will raise questions and is not necessarily providing the dataset that perhaps you were expecting.

Regarding your question concerning how many were inspected. The simple answer is that every single enquiry relating to the condition of the Highway is inspected. Where the enquiry relates to highway damage or a defect this is by a trained Highway Inspector. From the data you will see that approximately 71% of enquiries resulted in a job being ordered or completed, however, the proportion of enquiries will be slightly more given the volumes still to inspect and those contained in future programmes.

We do not have a specific answer to your question - How many were repaired and subsequently (within a few months?) required further repair? There is a very low number of repairs that actually fail. We find that revisits are an outcome of further failure at the location (new pothole next to the repair, which may then result in the repair being affected (but not always)) or new fault arising which is in a different location or within metres of the previous repair. So, in the attached is a tab titled 'Multi Visits', it is important to recognise that this is not a list of repair failures, but a list by district of the number of streets which have been revisited over the period requested. To put this into context there are 17,841

Streets in the County maintained as Highway and of these 1624 Streets have been inspected following a further enquiry (split 1574 carriageway & 50 footway/path). Of these 1624 Streets, 1548 repairs were undertaken but a single street may have had multiple enquiries and repairs (split 1508 carriageway & 40 footway/path). This data does not capture additional work identified by the Highway Inspector outside of those being reported through Enquiries and is therefore only part of a much wider dataset.

The rate of repairs is around 71%, as stated above, but this is only part of the overall picture and therefore without the faults repaired through the highway inspections being added this is a potentially misleading result, depending on what you are trying to demonstrate.

The response time to repair faults is set out in the HIRM (Emergency 2 hours, Cat 1 - 24 hours, Cat 2 - 28 days and Cat 3 - 90 days). On average over 97% of Cat 1, 2 and 3 repairs are undertaken within the timeframe set. It is very rare that a highway defect promotes an emergency response unless it is of a major nature such as a road collapse or fissure damage. As an example, the average response times for the last three months of Yr 20/21 (Quarter 4) were:

Cat 1 - less than a day,

Cat 2 - 12 days

Cat 3 - 33 days

We hope this information is of assistance and from this provides you with additional information relating to the service. If you require further information and the breakdown you requested but in a more representatively structured format, we will need you to be specific on your requirements and hopefully the above allows you to do this with the information we have provided.

I hope this assists and apologise for the delay in responding. Should you have any further enquiries please do not hesitate to contact me directly on the details below.

Complaints, Information and Mediation Officer
Nottinghamshire County Council

In addition to this and for future reference Nottingham County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)
<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottsccl.gov.uk quoting the reference number above.