

**potholes NCC-031940-18**

Dear FOI team,

I am looking for the following information (please feel free to use the data templates after each question if helpful):

1. ***How many reports of potholes or road surface defects were made to the local highways authority by members of the public in 2014, 2015, 2016 and 2017? (Please specify if the data is for potholes only or all road surface defects)***

<b>Year</b>	<b>Number of Public Reports of Potholes</b>
2014	
2015	
2016	
2017	
<b>Grand Total</b>	

2. ***How many reports of potholes or road surface defects were made to the local highways authority by members of the public BY MONTH in the years 01 April 2016-31 March 2017; 1 April 2017-31 March 2018? (Please specify if the data is for potholes only or all road surface defects)***

<b>Year</b>	<b>Month</b>	<b>Number of Public Reports of Potholes</b>
2016	Apr	
2016	May	
2016	Jun	
2016	Jul	
2016	Aug	
2016	Sep	
2016	Oct	
2016	Nov	
2016	Dec	
2017	Jan	
2017	Feb	
2017	Mar	
<b>2016/2017</b>	<b>Total</b>	
2017	Apr	
2017	May	
2017	Jun	
2017	Jul	

2017	Aug	
2017	Sep	
2017	Oct	
2017	Nov	
2017	Dec	
2018	Jan	
2018	Feb	
2018	Mar	
<b>2017/2018</b>	<b>Total</b>	

3. **What was the average time (calendar days) to repair reported potholes in 2014, 2015, 2016 and 2017?**

<b>Year</b>	<b>Average Calendar Days to Complete from Reported Date</b>
2014	
2015	
2016	
2017	
<b>Total Average</b>	

I look forward to hearing from you.  
Best wishes,

Dear Requester,

Thank you for your enquiry and apologies for the delayed response, however, this has been unavoidable in ensuring we provide you with current and accurate data. We have used your template and expanded it to take into account the operational practises in Nottinghamshire. Please note that we have only included data relating to the number of potholes reported and their repair. It does not include other day to day repairs associated with patching and surface treatments which do not constitute a pothole repair.

***How many reports of potholes or road surface defects were made to the local highways authority by members of the public in 2014, 2015, 2016 and 2017? (Please specify if the data is for potholes only or all road surface defects)***

<b>Year</b>	<b>Number of Public Reports of Potholes</b>
2014	C/W 4861 F/W 282

2015	C/W 4424 F/W 258
2016	C/W 3702 F/W 328
2017	C/W 3960 F/W 297
<b>Grand Total</b>	<b>C/W 16947 F/W 1165</b>

*Note: The figures quoted in the above table are for Pothole Enquiries by Members of the Public (C/W=Carriageway, F/W=Footway)*

**How many reports of potholes or road surface defects were made to the local highways authority by members of the public BY MONTH in the years 01 April 2016-31 March 2017; 1 April 2017-31 March 2018? (Please specify if the data is for potholes only or all road surface defects)**

Year	Month	Number of Public Reports of Potholes
2016	Apr	C/W 445 F/W 23
2016	May	C/W 322 F/W 39
2016	Jun	C/W 331 F/W 30
2016	Jul	C/W 248 F/W 31
2016	Aug	C/W 176 F/W 34
2016	Sep	C/W 157 F/W 41
2016	Oct	C/W 146 F/W 25
2016	Nov	C/W 163 F/W 15
2016	Dec	C/W 135 F/W 14
2017	Jan	C/W 315 F/W 25
2017	Feb	C/W 759 F/W 24
2017	Mar	C/W 841 F/W 28
<b>2016/2017</b>	<b>Total</b>	<b>C/W 4038 F/W 329</b>
2017	Apr	C/W 348 F/W 25
2017	May	C/W 302 F/W 35
2017	Jun	C/W 254 F/W 36
2017	Jul	C/W 254 F/W 24
2017	Aug	C/W 208 F/W 22
2017	Sep	C/W 177 F/W 25
2017	Oct	C/W 199 F/W 25
2017	Nov	C/W 134 F/W 18
2017	Dec	C/W 169 F/W 10
2018	Jan	C/W 1335 F/W 33
2018	Feb	C/W 1247 F/W 36
2018	Mar	C/W 1798 F/W 32
<b>2017/2018</b>	<b>Total</b>	<b>C/W 6425 F/W 321</b>

*Note: The figures quoted in the above table are for Pothole Enquiries by Members of the Public (C/W=Carriageway, F/W=Footway)*

**What was the average time (calendar days) to repair reported potholes in 2014, 2015, 2016 and 2017?**

Year	Average Calendar Days to Complete from Reported Date			
	Cat 1	Cat 2h	Cat 2l	Overall
2014	10.8	46.2	131.0	33.3
2015	12.9	49.1	75.8	39.5
2016	2.7	30.2	41.7	24.8
2017	1.0	7.2	25.3	12.3

This data has been subdivided into the category of repair, to allow you to see how actionable defects are assessed based on their local factors (risk assessed) and ordered for repair. Responses times for each of the categories are as follows:

Category	Target response time
Cat 1	24 hours (end of next working day)
Cat 2H (High)	28 days
Cat 2L (Low)	90 days

Whilst there is performance guidance behind these categorises, this information should meet your requirements.

You will see from the data that there has been a marked level of improvement over recent years against the associated target timescales. We know from performance reporting over the time, that the majority of repairs were undertaken to the required timescale, however, those sites with more complexed traffic management requirements or of a more remote nature tended to be delayed in delivery and some jobs tickets went astray. All these factors lead to a reduced performance, which have been addressed in Nottinghamshire by changes in our operational model, a review of our repair methods and the management of the activities through the deployment of a dashboard system. The results of this can clearly be seen in the data.

We trust this resolves your enquiry, however should you have any further queries please do not hesitate to contact me directly on the details below.

In addition to this and for future reference Nottinghamshire 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 are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email [complaints@nottscc.gov.uk](mailto:complaints@nottscc.gov.uk).

Kind Regards