

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. I have the following information.

- 1) *The number of potholes identified in the local authority.*
 - 2) *The number of potholes identified by the local authority that were not filled during the given year.*
- Please see the following table and note as answer to this enquiry:

Year	No. of jobs raised	No. completed	Raised-completed
2015	11142	10858	284
2016	13291	13698	-407
2017	16824	16844	-20

Supporting notes to this data extract:

Prior to 2017 there was inconsistency in the way pothole repairs were issued and recorded in the Highway Asset Management System (HAMS). The reported data above is the number of jobs, therefore, a job may consist of multiple repairs. Since May 2016, the working and recording methods were changed to allow individual repairs to be quantified since that date. Therefore, given your request and the time period involved we have provided job data.

The balance between raised and completed show a large negative in 2016 as there were a number of incomplete jobs coming into 2015 from 2014 and 2016 from 2015 which distort the data. These incomplete jobs consist of the following:

- jobs where part of the work is complete but elements are outstanding.
- housekeeping issues where the job just hasn't been closed down.
- and jobs that haven't been done.

This is further complicated by the categorisation of the repairs and the time allowed for them to be carried out (24hours / 28days / 90days). Those jobs that have a 28 & 90 days completion period, distort the yearly comparison of data because of the yearly rollover they create which is not linear. Therefore, you will be unable to interpret any pattern from this information other than there was a potential backlog in jobs being completed on the system which since 2016 we have been working to resolve and hence in 2017 the yearly outcome is more balanced.

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

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 e-mail foi@nottscc.gov.uk.

Yours sincerely

John Allison
Information Officer
Chief Executive's Department
Nottinghamshire County Council
County Hall, West Bridgford, Nottingham NG2 7QP
Telephone: 0115 977 2788