

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

**You asked:**

**Ref: 12CLA000058**

**Ref: Insurance Claim - Incident Date of 14<sup>th</sup> November 2012**

**To help me better understand your highway inspection and maintenance processes, please can you provide me with the below information:**

- A. Details of all the works conducted around the area in question within the 12 months preceding the incident. This includes:**
  - 1. Details of when inspection was done and the results of the inspection.**
  - 2. Details of all the Works conducted including copy of instructions given to workmen conducting the works.**
  - 3. Checks conducted after the Work was done.**
  - 4. What faults were uncovered in the Work conducted, and how was this rectified?**
  - 5. Was this specific unfinished pavement work previously reported, and when?**
- B. Additionally, please can you provide me the following information to understand your generic processes:**
  - 1. To what standard is the inspection and maintenance of the Highways conducted e.g. BSI 9001 Quality Management System.**
  - 2. Is this standard independently audited to assess its suitability and effectiveness?  
When was the last independent audit conducted? Can you provide me with a copy of the audit report?**
  - 3. What is the frequency of inspections for less busy roads e.g. Redcar Road in postcode area LE4 6PE.**
  - 4. Details of metrics kept to monitor the maintenance of pavements. Details of inspection Works and Quality targets set.**
  - 5. Standard of maintenance of footpaths compared to other local authorities?**

## **ANSWER**

I refer to your request for information under the Freedom Of Information Act 2000 in relation to the footway on Melton Road near to the junction with Doncaster Road.

The information that we are supplying is detailed below and it relates only to that section of footway for the period of 12 months preceding 14th November 2012. The relevant documents are attached to this letter.

## Section A

1. Highway Inspection Register showing details of routine safety inspections of Melton Road, from Loughborough Road to Stafford Street.
2. Copies of work orders issued showing all footway defects identified on this section of Melton Road during safety inspections from November 2011 to November 2012, reference numbers: 12133158, 12134845 & 12134848. (Other works order numbers shown on the highway inspection register relate to carriageway works or footway works in other locations.)
3. Checking of safety repairs is not routinely carried out. However the site was inspected on 10th December 2012 and the repairs at the incident location had been carried out correctly, see photo before and after repair.
4. No faults were seen within the repair at the incident location.
5. There was only one report about the incident location, see request ID 86012, dated 27th November. The footway defect had already been noted during the routine safety inspection on 13th November 2012, marked with yellow paint and a repair ordered.

## Section B

1. Inspection and maintenance of the highway within Leicester is carried out in accordance with the guidance contained within the Well Maintained Highways Code of Practice for Highway Maintenance Management. The Councils maintenance policy is detailed within our Transport Asset Management Plan which can be downloaded via the following link: : <http://www.leicester.gov.uk/your-council-services/transport-traffic/transportpolicy/transport-plan/third-local-transport-plan/>
2. The Code of Practice was developed by the UK Roads Board on behalf of the Department for Transport and is used by all Highway Authorities across the country.
3. Redcar Road and other similar 'less busy' roads are inspected two times per years.
4. The Safety Inspection Regime document shows details of inspection frequencies intervention levels and response times for safety inspections and repairs.
5. Information from benchmarking meetings indicates that our safety inspection regime is in line with other highway authorities.

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**  
**Information and Customer Access**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**

e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow SK9 5AF**  
**Telephone: 01625 545 700**

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

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