

## **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:**

**Under the Freedom of Information Act, I request full access to all phones calls, e-mails and correspondence for drivers in regard to this junction and pot holes, since the end of October2012.  
My request is for Soar Valley Way and Glenhills Boulevard.**

### **ANSWER**

The information that is being supplied is detailed below and the relevant documents are attached to this letter.

1. I am supplying details of all carriageway complaints that have been received about Soar Valley Way since the end of October 2012 as well as a couple of email responses that have been sent. We do not normally reply to complainants when an accident report form has been requested as they have initiated a claim against the council.  
Reference numbers: 86543, 86561, 86600, 86619, 86660, 86669, 86677, 86717, 86865 & email, 86933, 87314 & email, 87566, 87694, 87853, 87892, 87984, 88064, 88097 & 88107.  
We haven't received any carriageway complaints about Glenhills Boulevard in the period you have requested.

**In your letter you informed me of your last inspection, please may I also have a copy of that report.**

2. A copy of the inspection notebook page for the inspection of Soar Valley Way carried out on 22/11/12.

**Any repairs you have made on Soar Valley Way since say October 1<sup>st</sup> 2012, and what products you used in these repairs. Maybe they were not up to the standard you thought.**

3. Copies of works orders issued since 1st October 2012 for Soar Valley Way, reference numbers: 12135090, 12136390, 12135826, 12135884, 12136741& 12136929.  
No work orders have been issued for Glenhills Boulevard since 1st October 2012.
4. Permanent patch repairs are carried out using medium textured asphalt and emergency make safe repairs either use medium textured asphalt or cold applied tarmac.

**The fact it was repaired on a Sunday does confirm the quote of 'serious incident' by him too. An emergency team was sent so these details must be available too for me under the Freedom of Information Act.**

5. When a report is made out of normal working hours and is reported as a 'dangerous pothole' it is normal practice for a crew to be sent out to carry out a make safe repair.

**I am of the opinion you are being unreasonable and at the end of the day I hold the council responsible for the upkeep of the highways. The 4 times a year which you advise is the maximum times you have to check a road, especially this one, shows me your responsibility is lacking. Surely common sense must say this road is one that needs checking fortnightly in winter.**

6. We feel that the frequency of inspection for Soar Valley Way and other sections of the outer ring road are adequate.

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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)

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.