

## **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:**

**This is a freedom of information request. Please provide me with the following information.**

**How many paving stones have been reported as requiring repair in your local authority area in the past year?**

**ANSWER**

All reports about footway surface defects are recorded under one heading of Footway Defects in the Council's customer contacts database. This includes all reports about slabbed, block paved or bituminous macadam footways and therefore we are unable to differentiate between the different types. The majority of repairs which are carried out on footways are as a result of routine safety inspections rather than reports from our customers.

For your information between 01/09/2012 and 31/08/2013 we received 841 reports that were recorded as 'Footway Defect' but we issued 4876 works orders to carry out footway repairs at 8757 locations. An order for a street often includes repairs at more than one location within that street.

**How much have you spent on repairs to defective paving stones in the past year?**

As the funding for reactive safety repairs on footways and carriageways is one amalgamated budget, we cannot differentiate what the expenditure is for the different types of highway surfaces.

**How many personal injury claims for "slip or trip" injuries relating to defective paving stones have you received in the past year?**

There have been 45 claims of this type.

**How much have you paid out in damages and fees (both defendant and claimant) relating to defective paving stones in the past year?**

Damages - £9,472, Fees - £37,189.50

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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.