

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:

Please, can you outline the process involved from the reporting stage (e.g. of a pothole) to completion (e.g. filling pothole, paying the service provider, etc.,).

This email is being circulated to a number of councils throughout the UK.

ANSWER

Reports of potholes or other highway defects are received from a variety of sources: members of the public, Councillors, MPs, other council officers. The majority are found during the routine safety inspections or those inspectors undertaking their other duties.

The defect is recorded on site, including photographs using an iPhone or iPad and the details are sent back to the highways database.

The defect or a combination of defects are used to create a work order that is issued electronically to our operations team, this includes the relevant expenditure codes for invoicing of repair costs.

Operations supervisors issue works orders (hard copies) to repair gangs who visit site and complete the repair.

The gang returns the completed work order to the office and the repair costs are invoiced to the expenditure code.

A summary of invoiced costs are issued giving inspectors opportunity to review them.

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Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the

information please contact the Information Governance Manager using the details below.

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

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

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.