

## **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:**

**How many pot holes have you had to repair in 2011/2010/2009/2008/2007/2006?**

Our records do not differentiate whether a repair was a pothole or some other defect. Therefore, this part of the letter acts as a refusal notice under section 17.1 of the Freedom of Information Act 2000 because, in accordance with this section of the Act, this information is not held.

The following figures are for all minor carriageway repairs. These figures do not include potholes that have been repaired during planned maintenance works such as re-construction, re-surfacing or surface dressing.

2006 - 629  
2007 - 1855  
2008 - 1340  
2009 - 2151  
2010 - 5231  
2011 - 4686

**What was the cost of repairing pot holes in 2011/2010/2009/2008/2007/2006?**

As explained above, our records do not differentiate whether a repair was a pothole or some other defect. The Council does not hold figures for just repairing potholes. Therefore, this part of the letter acts as a refusal notice under section 17.1 of the Freedom of Information Act 2000 because, in accordance with this section of the Act, this information is not held.

The average expenditure for repairing minor safety defects on the footway and carriageway since 1/4/2006 is £670,000 per year.

**How much have you paid out in compensation for injuries or damage to vehicles / bicycles etc directly resulting from pot hole related incidents in 2011/2010/2009/2008/2007/2006 and on which roads? Please provide a breakdown for incidents involving an injury (and any deaths) and a breakdown of those involving damage to a vehicle or bicycle.**

The Council's payment system does not differentiate between cycles and other vehicles. It also does not state the name of the road the payment refers to. This would therefore mean that we would need to individually review each payment to see what the payment related to and which road it took place on. for each claim payment (1116 payments). Therefore, in order to provide you with the information on the scale that you have requested would require the Council

looking at 1116 claim payments which will take at least 5 minutes for each claim payment. This would total 93 hours of work.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit which, for Local Authorities, is set at £450. This represents the estimated cost of one person spending 2.5 working days, which relates to 18 hours, in determining whether the department holds the information, locating, retrieving and extracting the information.

We estimate that it will take us in excess of 2.5 working days to determine appropriate material and locate, retrieve and extract the information in reference to your request. Therefore, your request will not be processed further.

You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required. What we are able to provide is a list detailing the number of claims (and the amount paid out) for each year for injury and property.

**Which road(s) have suffered most from pot hole related accidents in 2011? Please supply details of the road that has had the most repairs made in 2011.**

Please see previous answer explaining that Council's payment system does not state the name of the road the payment refers to.

The road that has had the most minor safety defects repaired in 2011 is Saffron Lane.

**What is your policy for repairing pot holes – i.e. what is the trigger for repairing (constituent complaints or council spots issues and act)?**

All carriageways and footways are routinely inspected either 12, 4 or 2 times per year and any defects which exceed our safety inspection intervention levels are recorded and a repair order issued. Defects are also recorded when officers are carrying out other duties and when responding to reports from customers.

**What is the average time between a pot hole being reported and a pot hole being repaired?**

The time taken to repair a pothole varies throughout the year depending upon the number of repair orders being issued. We would normally expect repairs to be carried out within 2 – 5 working days after the order is issued but after severe weather like last winter the delay may be slightly longer. Very dangerous defects will be made safe the same day.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright,

Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

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 Support**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**  
e-mail: [FOIA@leicester.gov.uk](mailto:FOIA@leicester.gov.uk)

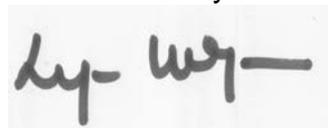
Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

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.

Yours sincerely



**Lynn Wyeth**  
**Information Governance Manager**