Further to your Information request ER65199 please find your questions and our responses below:

Kindly enlighten me as to the Royal Borough’s plans to

1. repair the pothole adjacent to lamp post 7 by the bus stop and shelter in Wessex Way;

Response: Repair the pothole adjacent to lamp post 7 by the bus stop and shelter in Wessex Way was not known about until this request was received. The pothole was repaired with permanent fix material on 18th July 2013 – job order no. 73355 refers.

2. repair the crater-strewn Cumbria Close; and

Response: Repair the crater-strewn Cumbria Close. This road is inspected annually in accordance with the Highway Maintenance Management Plan inspection frequency. The classification of the road is a rigid surface with a tarmac overlay. The road surface has worn in several areas and is not deemed to be a safety defect. The level of risk that a defect poses in each situation is different. In order to keep to a minimum the amount of onsite assessment made by the Inspectors we have an existing level of risk assessment applied by using defined intervention levels which differ depending on the classification of the footway or carriageway concerned. This is because the risk of a road user coming into contact with a defect rises with the rising level of the highway in question. Cumbria Close has been put on a wish list which is passed to the Highway Assets Team who assesses the highway, together with many other roads in the Borough, for possible inclusion in the future year’s works resurfacing programme. Until a road is selected for a surface treatment safety repairs are carried out in accordance with the Boroughs safety regime. Over the last 2 year period potholes in Cumbria Close have been repaired as follows:
   Job Order No. 65785 dated 07/04/2011 - Outside Nos. 2, 4, 1 to 11
   Job Order No. 69981 dated 26/07/2012 – Outside Nos. 8, 13 to 23
   Job Order No. 72262 dated 20/03/2013 – Outside Nos. 1 to 11

3. repair the crater-strewn Northumbria Road

Response: This road is inspected annually in accordance with the Highway Maintenance Management Plan inspection frequency. The classification of the road is a rigid surface with a tarmac overlay. The road surface has a series of plugged areas where safety defects have been repaired. The level of risk that a defect poses in each situation is different. In order to keep to a minimum the amount of onsite assessment made by the Inspectors we have an existing level of risk assessment applied by using defined intervention levels which differ depending on the classification of the footway or carriageway concerned. This is because the risk of a road user coming into contact with a defect rises with the rising level of the highway in question. Northumbria Road has been a wish list since 14th June 2011 which has been passed to the Highway Assets Team who assesses the highway, together with many other roads in the Borough, for possible
inclusion in the future year’s works resurfacing programme. Until a road is selected for a surface treatment safety repairs are carried out in accordance with the Boroughs safety regime. Over the last 2 year period potholes in Northumbria Road have been repaired as follows:

   Job Order No. 67081 dated 27/07/2013 – Whole length
   Job Order No. 67221 dated 15/08/2013 - From No. 57 up to junction Cumbria Close
   Job Order No. 68011 dated 05/01/2012 – Whole length
   Job Order No. 69982 dated 26/07/2013 – Whole length

all in Maidenhead where less affluent residents live.

Does the local authority have a policy of ignoring potholes until someone falls off their bicycle or motorcycle or an accident occurs or a vehicle occasions damage from a road defect? If it does, kindly share that policy with me.

Response: Inspections of the highway are not based on whether a resident lives in a less or more affluent area. The inspections are all carried out in accordance with the Highway Maintenance Management Plan and the relevant frequency for a particular route.

The highway is inspected on a regular basis and any safety defects are repaired in accordance with the Boroughs safety inspection regime. In between inspection regimes if a safety defect is not seen by an Inspector in passing, it may not be dealt with unless it is brought to the attention of Streetcare Services by members of the public.

This concludes your request ER65199.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

   Information Management Team Manager
   Royal Borough of Windsor & Maidenhead
   Town Hall, St Ives Road
   Maidenhead
   SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

   http://www.rbwm.gov.uk/web/foi_information_requests.htm
We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St. Ives Road
Maidenhead SL6 1RF