I am writing on behalf of David Davies to respond to your information request

Please find attached a report showing Inspections, Defects and Customer Contacts for Twyford Road for the two year period as requested in points 1, 2 and 5.

3. Driven inspections are carried out by two people in a car which is driven within the speed limit of the road in this case vehicle speed would be 20mph to 25mph.

4. Twyford Road is currently inspected quarterly.

6. Twyford Road is a classified road the B3024.

7. The road section number is B3024/130.2. It has one Unique Street Reference Number (USRN) 44400503.

8. 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 use of the highway in question.

9. Potholes which could constitute a serious hazard to users of the highway to be made safe within 3 hours of being notified, followed by a full repair as part of a works programme with the priority to be determined in relation to the nature of the defect.

10. Approved and adopted policies and procedures in respect to the Council’s legal requirements and its service provision are contained within the Council’s Highway Maintenance Management Plan (HMMP). This document reflects the guidance laid down in the national Code of Practice ‘Well maintained Highways’ and was adopted by the Council in December 2011

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

David Davies
Information Management Assistant
Legal Services
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF

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Information Management Feedback Form

FOI66679

1) How would you rate our performance in relation to processing your request:
   Excellent    Good    Fair    Poor

   If you have answered Fair or Poor please suggest how we can improve:

2) Did you receive the response to your request within the advised timescale?
   Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that

4) Prior to submitting your request did you search RBWM's website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?

? Information required not found
? Information found out of date
? Information not in required format
? Information insufficient to meet need
? Other please specify:

If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form - your feedback is appreciated