

Your ref:  
My ref: FOI/ECS/Ref. 205656  
Date: 2.02.09  
Contact: ECS Business Support  
Direct Dial: 01223 715669  
Fax:  
E Mail: ECSbusiness.support@cambridgeshire.gov.uk



**Office of Environment & Community Services**  
Deputy Chief Executive, Brian Smith

**By EMAIL**

Mr Larmour  
request-6557-6df8c778@whatdotheyknow.com

Box No. CC C1307  
Castle Court  
Castle Hill  
Cambridge  
CB3 0AP

Dear Mr Larmour,

Thank you for your recent EIR/FOI request received 22 January 2009, regarding responses the council makes to reports by the public of highways defects, specifically:

- 1) The number of reports of highways defects made to the Council monthly over the last year or (preferably) two years. I would prefer it if this includes reports made by post, telephone, email and using your web form on the county council web site, but if numbers are only available on some of these, then please do provide the figures which are available even if it is not complete. It is readily obvious that numbers should be easily obtainable by the council for email and the web form at least.
- 2) Of those which provided contact details in order to receive a response, what proportion actually received one.
- 3) For those times when a response was indeed made, what is the average response time between a highways defect report and the provision of a response by the council.

In response to questions 1 and 3 above, please find attached a spreadsheet containing the data you have requested. The information is broken down by area as requested (not necessarily the team that handled the call), also please note 'general' refers to requests that are non geographical, i.e. relate to policy). In response to question 2, I have included within this spreadsheet the number of anonymous reports received.

If you are unhappy with the service you have received in relation to your request and wish either to make a complaint or request a review of our decision, you should write to Helen Maneuf, Head of Audit, Scrutiny and Information Governance, Box RES 1405, Room 307, Shire Hall, Cambridge, Cambridgeshire CB3 0AP.

If you have any queries regarding this letter please contact me, remembering to quote the reference number above in any future communications.

Yours sincerely

Anna Keech  
Business Support Officer

