

- Referred to another department 1447 (these would have gone to another department to deal with e.g. Housing that is not on the same system and therefore not possible to track to resolution).

Number of reported potholes in 2017

The Authority do not record the number of individual potholes reported. Individual pothole reports may report 1, 2, 3 or more potholes in a single report. We can confirm that in the Calendar Year from 1st January 2017 to 31st December 2017 inclusive, **3,137** Carriageway Pothole **Incidents** were reported.

Number of fixed potholes that were reported in 2017

Of the 3,137 pothole incidents that were reported we can confirm that:

- For 175 incidents (5.6%) the Authority's Maintenance Crew or Inspector were unable to find the reported pothole(s)
- For 98 incidents (3.1%) it was determined that the reported defect was the responsibility of a 3rd Party (either related to Utility Works or on Private Streets)

This leaves 2,864 pothole incidents that the Authority were responsible for. Of these, as of the current date (8th February 2018):

- 2,859 incidents (99.83%) are reported as Fully Repaired
- 4 incidents (0.14%) have been Temporarily Repaired awaiting a Full Repair
- 1 incidents (0.03%) is reported as a minor defect awaiting Fully Repaired, but not requiring a temporary fix

Please quote the reference number 884133 in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Corporate Information Governance Team
PO Box 16366
Birmingham
B2 2YY
Email: xxxxxxxxxxxxxx@xxxxxxxxxx.xxx.xx

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.
Telephone: 01625 545 700
Website: www.ico.gov.uk

We will now close your request as of this date.

Yours sincerely

Corporate Information Governance Team

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