

FOI Street History Report Explanation Notes

This short summary is designed to provide an explanation of the reports you have requested as part of your Freedom of Information (FOI) request. There is a wide range of inspection and work that we carry out on the highway and we hold these records in a number of places. Unfortunately to access all this information and provide it to you we need to publish it in four different reports. An explanation about each of these four reports is set out below along with a description of the information provided in them.

The reports include the information requested between the dates specified. The first and last dates shown on the reports are the first and last dates we have either received customer calls, inspected or raised jobs. There may be instances where you have requested information for a date range but we have no information in our records for all or part of that period.

1. Customer Services Report

This report provides a summary of all **customer enquiries** received about a specified location. This includes phone calls to our Contact Centre, emails, letters or faults logged on our website. This report includes location details, a service category (for example pothole or blocked drain) and what is currently happening with the enquiry. The notes below provide a more detailed summary of each column heading.

Enquiry No./Location*	The Unique number allocated to each enquiry raised by a member of the public and a brief description of the location of the reported issue/incident.
Logged:	The date we received the enquiry.
Service Name:*	The category best defining the reported issue/incident.
Subject Name:*	A brief description of the reported issue/incident
Status:	Indicates the stage the enquiry has reached when the report was run.
Subsequent Job:	The works order (job) number (where quoted) issued for the work to be carried out by a contractor.

**This information provides clarification and ensures allocation to the correct team for investigation.*

2. Maintenance Management Report

This report provides a summary of all the **jobs raised** in response to customer enquiries or the Council's highway inspections. Inspections take place either at predetermined intervals or as enquiries demand. These inspections identify faults needing repair. Each repair is allocated a timescale for completion.

Job Number/Description:	The unique job number allocated for works to be carried out together with a brief description of the work required.
Priority:	This is the response time allocated to carry out the job and this can range from 2 hours for an emergency incident to several months depending on the severity of the identified defect.
Entered:	The date the job was raised.

Completion:	This indicates whether the work has been completed or is still outstanding.
Comp. Date/Location:	The date when the works were completed together with a brief description of the location..

3. Inspection Batch Report

This report outlines the **planned statutory inspections** that have taken place at the specified location. These take place at set intervals that vary depending on the type of road and how busy it is. Inspection frequencies take place within the following appropriate timescales:

Major Strategic Route – mainly A Class roads so A20, A249 etc	Monthly
Other Strategic	Monthly
Locally Important	6 Monthly
Minor Roads - unclassified rural or estate roads	6 Monthly

The report headers are:

Date:	The date an inspection was carried out.
Frequency:	The set frequency timescale for this inspection and route.
Type:	The method of inspection either driven or walked.
Defect Type:	The result of the inspection, either the type of defect or none found.
Street Name:	The location for the inspection.

4. Ad Hoc (Inspection) Report

This report outlines all the **ad hoc inspections** that have taken place at the specified location and these are non-planned visits to sites as a result of an enquiry raised by a customer or a Steward noticing an issue as they are driving between other enquiries raised by customers in their area.

The report headers are:

Date:	The date an inspection was carried out.
Enquiry No.:	The Unique number allocated to the enquiry raised.
Defect Type:	The type of defect reported.
Job No:	The job number allocated for works to be carried out.
Location:	The location for the defect found.