

Dear Maeve,

Good to hear from you and congratulations on your elevation. I have obtained the following response for you from the Highway Service, I hope this answers your questions:

We'd ask that where members of the public, or parishes, see what they consider to be defective work they let us know, ideally with photos and locations via the report it function – [Report a problem on the road](#) in the first instance as this assigns a ref and channels it to the appropriate member of staff. Currently this would need to be logged as a 'pothole, road damage and edge loss query'. The reporter can then add comments on detail in the free text box. We'd then visit the location and consider if it was a still a safety defect or a defective repair, if the answer is yes to either we'd pass to Kier to resolve, defective work would be at their cost.

When Kier undertake work they upload a photo of it, we do undertake random audits of workmanship and as part of the payment process, but this is a proportion, not each and every fix, so if the public can flag concerns it helps.

There will on occasion be instances where we've made a location safe as a short-term fix and we'll be back to undertake a permanent repair in future but there shouldn't be much of that on the network now. It could also be that we're doing a quick safety fix before something more substantial eg before we do a patch or an upcoming surface treatment scheme. Tricky here to be able to elaborate on that without more detail though to check what we've planned.

We'd obviously encourage individual Parishes to continue to engage through the LCN process where possible, particularly on policy type issues, I think all now have Highways sub-groups. We plan to issue LCNs with a briefing note/bulletin in the coming couple of months on our approach to safety defects so there's a better understanding of why we do what we do and lessons learned from last winter, after we've done something for SC Members including learning from ongoing and planned trials. In advance of that we do have this existing info we can signpost to which may be helpful for the new Parish Chairman on our current approach to safety defects [Highway safety inspections](#).

Kind regards,
Mike

Mike Rigby

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