

## Written Questions – 16 May 2023

### Question from Peter Johnson to Councillor Alex Beckett, Chair of the Highways and Transport Committee:

Potholes. We see so many with yellow paint indicators but they remain unattended for many weeks during which time there are many people having damaged wheels, tyres, suspension, and how many cyclists and motor cyclists are thrown from their machines we will never know. It is an absolute disgrace when we report these things on the Council website time and time again yet nothing gets done. How long should it take from being reported to being repaired and how can this process be speeded up?

### Response from Councillor Alex Beckett, Chair of the Highways and Transport Committee:

Thank you for your question, Mr Johnson. We discussed this at Full Council and we all agreed highway improvements is a top priority. We have recently welcomed news of an additional £3.6m to repair potholes on our roads, this is on top of £8.3m already expected and planned for but unfortunately, this is not enough to keep pace with either inflation, or decades of highway decline.

I am very conscious of people's frustrations with the potholes around our county and we're doing everything we can to get on top of this. This is why we're investing more money and finding more resources to tackle this issue as quickly as possible. We're seeing double the number of potholes compared to the previous winter and we're fixing double each week - usually we repair between 1,000-1,200 a week, last week we hit 2,700 repairs - so we're already seeing the positive impact extra crews on the ground and dragon patchers are having.

We are also making the use of the latest technology to survey and assess the condition of roads and identify minor issues before they develop into highway faults.

In terms of reporting faults and how long it takes, if a pothole is large and deep, we will fix it within five days. If it is smaller and less of a hazard, we will fix it within 21 days. We mark up the potholes in different ways, those repaired in five days are not marked as our repair is immediate, yellow means we will repair it within 21 days. We always aim to fix potholes within five and 21 days depending on their level of priority.

Thank you for reporting the potholes you find. We rely on the public reporting highway faults as we can't be everywhere all the time. If you are reporting potholes and they're not being fixed, please let us know your customer reference number and I will ask our highway team to look into them for you.