

## Response to Request for Information

Reference      FOI 001402  
Date            07 August 2017

### ***Birmingham New Road, Parkfields – section between Dimmock Street and Inverclyde Drive***

#### **Request:**

Under the general requirements of the Freedom of Information Act 2000, I would be grateful if you would provide the following information in relation to Birmingham New Road, Parkfields (WV4 6RX), and in particular the section between Dimmock Street and Inverclyde Drive.

I'd like the information for the 2 years preceding the 6/8/17, so all information from 6/8/15 until 6/8/17. I would like to request the following:

- Dates of all safety inspections undertaken on the carriageway from the 2 years preceding the date 6/8/2017?  
[See Appendix 1](#)
- Details of all carriageway defects identified during safety inspections in the two years preceding the above date?  
[See Appendix 2 – Defect Report for the relevant section](#)
- Details of how carriageway safety inspections are undertaken, including whether walked or driven, the speed of the inspection vehicle and the number of persons in the vehicle?  
[Extract from Highway Safety Inspection Policy](#)

#### **6.0 Methodology of Inspections**

[The number of programmed inspections the Council carries out per year relates to the road location and classification meeting the suggested frequency outlined in the CoP, which can either be walked or driven.](#)

[In general highway safety inspections are carried out from a slow moving vehicle or on foot. Surveys will be undertaken in terms of the feature being inspected. Where the objective of the inspection is footways, the inspection will be walked; where carriageways are being inspected this survey would be driven. General control measures are stated below but should not be considered exhaustive.](#)

## 6.1 Driven Inspections

Driven safety inspections must always be undertaken by two people in a suitable vehicle travelling at a speed that will enable adequate recording of defects – (guidance speed is 20mph). The method is that one person will be driving and the other inspecting. The driver must not be actively involved in identifying and recording defects, but will concentrate on ensuring the vehicle is driven safely.

- The vehicle being used must be equipped with the appropriate beacons and reflective signing, and the equipment used where appropriate. High visibility personal protective equipment and clothing must be worn at all times.
- Should the vehicle need to stop, the vehicle shall be parked in safe position and the roof mounted beacons must be switched on.
- Other motorists must not be forced across any continuous white centre lining. If this cannot be achieved, advanced temporary traffic signing must be installed.
- Planned highway safety inspections shall not be carried out under conditions of poor visibility or extreme weather conditions e.g. snow, Ice, fog or heavy rain. When possible inspections shall be carried out during off peak hours 09:30 to 15:30 hrs when pedestrian and vehicle movements are low.

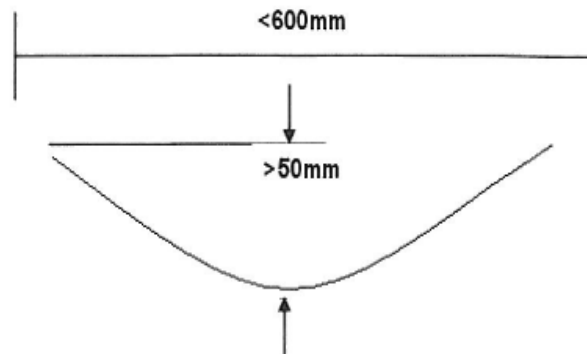
## 6.2 Walked Inspections

- Appropriate high visibility personal protective equipment and appropriate safety clothing must be worn at all times.
  - Lone working procedures must be followed.
  - Inspections should be conducted from the footway or verges where possible.
  - Planned highway safety inspections should not be carried out under conditions of poor visibility or extreme weather conditions e.g. snow, Ice, fog or heavy rain.
- The intended frequency of carriageway safety inspections for the above stretch of road?  
The planned frequency of inspection for this site is Monthly.
  - Details of all complaints and/or enquiries relating to the carriageway, received in the two years preceding the date above?  
Appendix 3 – names/personal detail removed.
  - The hierarchy classification?  
Road Classification – DfT Road Class 3 – Classified Principal Road  
Code of Practice Carriageway Hierarchy 2  
Code of Practice Footway Hierarchy 4

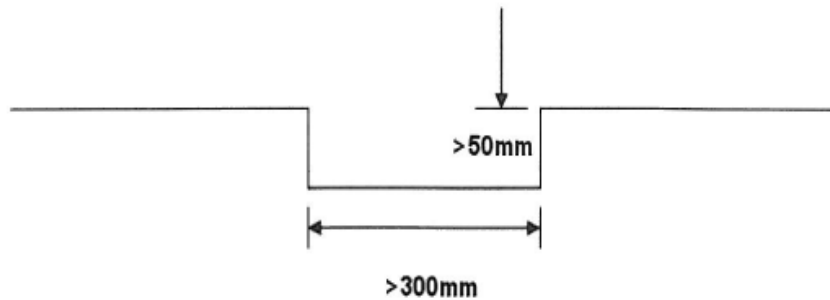
- The road/section number?  
 Road Number A4123  
 Section Number 44804850/10002
- The defect intervention criteria adopted in relation to the identification of all categories of carriageway potholes by Wolverhampton City Council?  
**Extract from Highway Safety Inspection Policy**  
 Appendix B: Intervention Levels

**Category 1 Intervention Levels**

Our intervention level for Carriageway repairs is greater than 50mm.



d) Carriageway – Bituminous - Change of carriageway profile greater than 50mm and extending in plan direct less than 600mm



e) Carriageway - A depression (pot hole) of 50mm or greater in depth and extending in any one direction greater than 300mm may constitute a safety hazard

- The time period(s) adopted between identification and repair (temporary and permanent) of all categories of carriageway defects?  
**Extract from Highway Safety Inspection Policy**

Defect category	Description	Target Response within
Cat 1A	Dangerous Defects	2 Hours
Cat 1B	Defects represent an 'immediate or	24

	imminent hazard'	Hours/next working day
Cat 2A	Category 2 (30 Day Repair) defects are those that WILL become Cat 1 within 3 months if not attended to. Any Service Inspection undertaken as part of a third party claim investigation should also use this categorisation for any defect identified as the cause of an incident unless the defect presents as a Cat 1 or it is not deemed necessary to repair.	30 days
Cat 2B	Category 2 (90 Day Repair) defects are those that are LIKELY to become Cat 1 in 3-12 months' time. We will monitor our performance of rectifying these defects within 90 working days depending upon the available budget.	90 days
Cat 2C	Category 2 (180 Day Repair) defects are those that are LIKELY to become Cat 1 in 3-12 months' time. We will monitor our performance of rectifying these defects within 180 working days depending upon the available budget.	180 days

- o Whether or not the Wolverhampton City Council has formally adopted all or part of the standards contained within the national code of practice for highways maintenance management?

**Extract from Highway Safety Inspection Policy**

The Policy has been produced in accordance with the guidance and recommendations made in the UK Roads Liaison Group's *"Well Maintained Highways - Code of Practice for Highway Maintenance Management"* (CoP), local guidance notes and other relevant documents.

Appendix 1: safety Inspections between 06/08/2015 and 06/08/2017

site_code	plot number	Feature insp date	officer code	feature_location	insp_route_name	officer_name
44804850	10002	18/07/2017 15:46	LSAX	BIRMINGHAM NEW ROAD - SB PARKFIELD ROAD - SHAW ROAD	HW Monthly South East	[REDACTED]
44804850	10002	01/12/2016 09:42	LSAX	BIRMINGHAM NEW ROAD - SB PARKFIELD ROAD - SHAW ROAD	Springvale	[REDACTED]
44804850	10002	26/09/2016 12:30	RMT4	BIRMINGHAM NEW ROAD - SB PARKFIELD ROAD - SHAW ROAD	H FIND & FIX SE	Responsive Maintenance Team 4
44804850	10002	27/07/2016 08:11	RMT4	BIRMINGHAM NEW ROAD - SB PARKFIELD ROAD - SHAW ROAD	H FIND & FIX SE	Responsive Maintenance Team 4
44804850	10002	23/06/2016 13:54	RMT4	BIRMINGHAM NEW ROAD - SB PARKFIELD ROAD - SHAW ROAD	H FIND & FIX SE	Responsive Maintenance Team 4
44804850	10002	26/04/2016 07:52	RMT4	BIRMINGHAM NEW ROAD - SB PARKFIELD ROAD - SHAW ROAD	H FIND & FIX SE	Responsive Maintenance Team 4
44804850	10002	11/02/2016 11:15	MRIC	BIRMINGHAM NEW ROAD - SB PARKFIELD ROAD - SHAW ROAD	H Highway Driven Safety 1	[REDACTED]
44804850	10002	10/09/2015 08:54	MRIC	BIRMINGHAM NEW ROAD - SB PARKFIELD ROAD - SHAW ROAD	HW Monthly South East	[REDACTED]

Appendix 2: Highway Defects identified on the south bound section of Birmingham New Road between Parkfield Road and Shaw Road, enquiry period 01/08/2015 to 06/08/2017

22/08/2017

Feature History Report

Page 1 of 2

Inspected: 01/08/2015 to 06/08/2017							
Site: BIRMINGHAM NEW ROAD (44804850)							
Asset Number: 10002.00 to 10002.00							
Report Type: Assessment							
Site: BIRMINGHAM NEW ROAD (44804850)				Area: Spring Vale			
Asset No: 10,002.00				Asset Id - Location: BIRMINGHAM NEW ROAD - SB PARKFIELD ROAD - SHAW R			
Feature Type: H.Highway Section				Contract Area: Highways			
Batch: 75794 - Inspection Batch							
Route: HW Monthly South East		Officer: [REDACTED]		Date: 18/07/2017			
Observation Type	Code	Grade	Score	Notes			
H.Carriageway Network Survey	CNS	Functionally Impaired	3.0000				
H.Footway Network Survey	FNS	Functionally Impaired	3.0000				
Defect No.	Description	Log Date	Location	Type	Organisation	Status	
844438	Blocks missing concrete breaking up	17/07/2017	Bus stop by lc 1	CWDA		Uncommitted	
	tar mac low on edge of concrete						
Batch: 58555 - Inspection Batch							
Route: Springvale		Officer: [REDACTED]		Date: 01/12/2016			
Observation Type	Code	Grade	Score	Notes			
H.Carriageway Network Survey	CNS	Functionally Impaired	3.0000				
H.Footway Network Survey	FNS	Functionally Impaired	3.0000				
Defect No.	Description	Log Date	Location	Type	Organisation	Status	
628834		28/11/2016	On crossing outbound by LC 53	Opp CWDA		Uncommitted	
			By bus stop NR JUNC of LABURUM CWP				
628831	TARMAC broken away by drain cover	28/11/2016	rd Out bound side			Uncommitted	
628826	surface broken away	28/11/2016	Near JUNC of needwood drive	FWDA		Uncommitted	
628810	loops exposed	28/11/2016	Approx 20meters from LC 33	TSDA		Uncommitted	
628802	lid dropped in frame and frame appears to be sinking	28/11/2016	By LC 1	PUDA		Uncommitted	
628801	Surface broken away	28/11/2016	OS jam bo	FWPH		Uncommitted	
628800	Surface breaking up	28/11/2016	OS needs barber shop	FWDA		Uncommitted	
628798	cable exposed	28/11/2016	By lc21	CWPH		Uncommitted	
628797		28/11/2016	By lights at JUNC of inverdyde drive	CWPH		Uncommitted	
Batch: 52795 - Inspection Batch							
Route: H FIND & FIX SE		Officer: Responsive Maintenance Team 4		Date: 26/09/2016			
Defect No.	Description	Log Date	Location	Type	Organisation	Status	
618549	C/w break up covering sensor cables 1m from kerbside 45m from main traffic lights jnc lewms wood rd	26/09/2016	7m from lc 21 by gully	CWDS		Uncommitted	
Batch: 46586 - Inspection Batch							
Route: H FIND & FIX SE		Officer: Responsive Maintenance Team 4		Date: 27/07/2016			
Defect No.	Description	Log Date	Location	Type	Organisation	Status	
614875		27/07/2016		NONE		Unactioned	
Batch: 41301 - Inspection Batch							
Route: H FIND & FIX SE		Officer: Responsive Maintenance Team 4		Date: 23/06/2016			
Defect No.	Description	Log Date	Location	Type	Organisation	Status	
611073		23/06/2016		NONE		Unactioned	
Batch: 32515 - Inspection Batch							
Route: H FIND & FIX SE		Officer: Responsive Maintenance Team 4		Date: 26/04/2016			
Defect No.	Description	Log Date	Location	Type	Organisation	Status	
605071		26/04/2016		NONE		Unactioned	

Inspected: 01/08/2015 to 06/08/2017  
 Site: BIRMINGHAM NEW ROAD (44804850)  
 Asset Number: 10002.00 to 10002.00  
 Report Type: Assessment

Site: BIRMINGHAM NEW ROAD (44804850) Area: Spring Vale  
 Asset No: 10,002.00 Asset Id - Location: BIRMINGHAM NEW ROAD - SS PARKFIELD ROAD - SHAW R  
 Feature Type: H Highway Section Contract Area: Highways  
 Batch: 29411 - Inspection Batch  
 Route: H Highway Driven Safety 1 Officer: [REDACTED] Date: 11/02/2016

Observation Type	Code	Grade	Score	Notes
H.Carrageway Network Survey	CNS	Functionally Impaired	3.0000	
H.Footway Network Survey	FNS	Not Assessed	.0000	

Defect No.	Description	Log Date	Location	Type	Organisation	Status
601934	concrete break up / trip	11/02/2016	OPP 2 in bus layby	CWDA		Uncommitted
601933	Cw pit	11/02/2016	Jct Shaw Rd	CWPH		Uncommitted
601932	ow deterioration surround to gully	11/02/2016	On 291	CWDS		Uncommitted
601931	gully damaged	11/02/2016	On 291	GYDA		Uncommitted
601930	ow deterioration surround to gully	11/02/2016	Opp Laburnum Rd in bus stop	CWDS		Uncommitted
601929	Channel line break up	11/02/2016	Site L/c 41 edge of bus layby. Opp 156	CWDA		Uncommitted
601928	Cw pit	11/02/2016	Jct dimmock st	CWPH		Uncommitted

Batch: 24172 - Inspection Batch  
 Route: HW Monthly South East Officer: [REDACTED] Date: 10/09/2015

Observation Type	Code	Grade	Score	Notes
H.Carrageway Network Survey	CNS	Functionally Impaired	3.0000	
H.Footway Network Survey	FNS	Functionally Impaired	3.0000	

Defect No.	Description	Log Date	Location	Type	Organisation	Status
593020	No new cat1 defects. FW not inspected	10/09/2015		NONE		Unactioned

### Appendix 3

Details of all complaints and/or enquiries relating to the carriageway, received in the two years preceding the date above so all information from 6/8/15 until 6/8/17



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**Effective:** 06/08/2015 to 06/08/2017

**Asset Number:** 10002.00 to 10002.00

**Service:** Highways

**Display Action Officer:** Yes

**Site:** BIRMINGHAM NEW ROAD (44804850)

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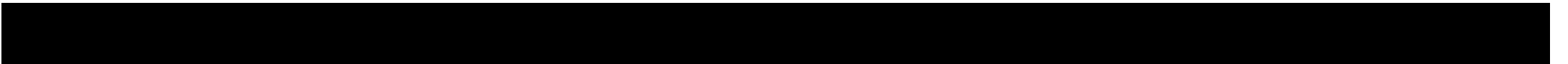
**Site:** BIRMINGHAM NEW ROAD (44804850)

**Locality:** WOLVERHAMPTON, WOLVERHAMPTON

**Area:** No Code Allocated

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Appendix 3



Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

Customer Services

Enquiry No.:

43931

Logged by: System Supervisor

on:

22/07/2017 08:35

Officer:



Service: Highways

Subject: H Carriageway Pothole

Classification: Enquiry

Enquiry Ref: CAS-191328

Desc.: CAS-191328 Report a pothole

Your details

Your details

TitleMr

First Name

Last Name

E-mail address

Phone number

Flat name/number

House name/number

Post code

Label

Please provide us with information of where the pothole is located. The more information you can provide us will allow us to handle your enquiry quicker.junction of birmingham new rd and bank st outside lane towards Wolverhampton Actions Taken: Dear Mr XX

Thank you for your email regarding a pothole.



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**Effective:** 06/08/2015 to 06/08/2017**Asset Number:** 10002.00 to 10002.00**Service:** Highways**Display Action Officer:** Yes

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**Site:** BIRMINGHAM NEW ROAD (44804850)

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**Customer Services****Enquiry No.:****Logged by:** System Supervisor**on:****Officer:**

Your enquiry has been forwarded to the Reactive Maintenance department for investigation.

Your request for a response has also been noted with the service.

Your customer reference is CON-233048

Should you require any further information, please do not hesitate to contact us.

Kind regards,

Customer Services Officer

Email: [customer.services@wolverhampton.gov.uk](mailto:customer.services@wolverhampton.gov.uk)

For contact details and opening hours visit

[www.wolverhampton.gov.uk/customerservices](http://www.wolverhampton.gov.uk/customerservices)

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WCC Report it

Wolverhampton Report It is a free app that lets you report and track street scene problems straight from your smart phone find out more here

**Location:** Birmingham New Road,Wolverhampton,WEST MIDLANDS**Contact:**

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

## Customer Services

Enquiry No.:

43910

Logged by: System Supervisor

on:

21/07/2017 10:24

Officer:

Service: Highways

Subject: H Street Furniture Damaged Classification: Enquiry

Enquiry Ref: CAS-190709

Desc.: CAS-190709 Most appropriate heading used to log.

Email received on  
19.7.17: Road traffic  
signs

A temporary maintenance road sign has fallen into the road. It should have been on the central carriage  
way by the bollard. Location:

Easting/Northing: 393058/295334 (52.555802, -2.103815)

Nearest road to the pin placed on the map (automatically generated by Bing Maps): 222 Birmingham New Road, Lanesfield, WV4 6

Nearest postcode to the pin placed on the map (automatically generated): WV4  
6NF (34m away) Actions Taken: Emailed RMSS and replied with case number

Location: 222 Lanesfield Post Office Birmingham New Road, Wolverhampton, WEST    Contact:  
MIDLANDS, WV4 6NR WV4 6NR

Enquiry No.: 42338

Logged by: System Supervisor

on: 06/06/2017 08:17

Officer:

Service: Highways

Subject: H Gully Blocked

Classification: Enquiry

Enquiry Ref: CAS-156384

Desc.: CAS-156384 Tweets Received: 06/06/2017:

shall we hazard a guess at @WolvesDirect ones along birmingham new road are STILL blocked? last major down poor they were!... how many years now?

I asked for further info - following replies from customer:

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

Customer Services

Enquiry No.:

Logged by: System Supervisor

on:

Officer:

in between Lawnswood Rd & Laburnham Rd heading out of city. especially the one by the bus stop at Laburnham, the whole bus layby was flooded exactly like that last time I went past after a heavy downpour.

That drain needs redoing i think, it has to deal with a lot of surface water, as its in a dip from surrounding roads, add into it the.....

the leaves off the trees, and the cutting not being cleaned up after grass cutting, plus general rubbish, it needs regular cleaning Actions Taken: Sent to RMSS Replied to Tweets

Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS

Contact:

41128

25/04/2017

12:27

Service: Highways

Subject: H Bollard Damaged

Classification:

Enquiry Ref:

Desc.: CAS-124220 Email received at CS 16/4/17-

CAS-124220

Good Morning.

Yet again Im having to contact you as another carless driver has parked on the grass verge outside my home.

When driving off the verge, They have hit one of the concrete bollards, which was put there to stop people driving or parking on the verge.

The concrete bollard on the grass verge has again been knocked over and left in the highway .The Birmingham New road, on the

Wolverhampton ,Dudley side of the carriageway The concrete bollard is approx 900mm high and 400mm at the base.

There is a high risk that a vehicle or a cyclist could hit the bollard and a serious incident occur.

Could you please send someone to re fit the bollard.(again)

I know this is not your fault and I thank you for your help in this matter.

Many Thanks

xxxxxxx

xxxxxxx

Actions Taken: passed to  
dept replied 25/4/17

**Location:** Birmingham New Road,Wolverhampton,WEST MIDLANDS

**Contact:**

**Enquiry No.:** 38394

**Logged by:** System Supervisor

**on:** 14/02/2017 10:58

**Officer:**

**Service:** Highways

**Subject:** H Manhole/Gully Top Damaged

**Classification:** Enquiry

**Enquiry Ref:** CAS-077909

**Desc.:** CAS-077909 Customer reporting the manhole cover on Birmingham New Road approx. 5 doors up from his address outside the Paper Shop (name of shop not known) has collapsed & every time a bus or lorry drives over it the flats shake.

Actions Taken: Have tried to contact section but engaged. Email sent marked priority high.

**Location:** Birmingham New Road,Wolverhampton,WEST MIDLANDS

**Contact:**

**Enquiry No.:** 37629

**Logged by:** System Supervisor

**on:** 30/01/2017 03:44

**Officer:**

**Service:** Highways

**Subject:** H Carriageway Pothole

**Classification:** Enquiry

**Enquiry Ref:** CAS-070840

**Desc.:** CAS-070840 Customer called to report that there is a large pot hole on the carriageway at the junction of Birmingham New Road / Shaw Road / A463 at the roadworks coming into Wolverhampton (into city). The pothole is at the junction by the lights as you continue. This pothole last night caused damage to 3 vehicles yesterday, customer was present when this happened.

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

## Customer Services

**Enquiry No.:**                      **Logged by:** System Supervisor                      **on:**                      **Officer:**

Customer also had his vehicle damaged and has asked how to make a claim.

Actions Taken: Advised customer will sent over to RMSS for investigation. Signposted to WCC to complete claim form online. Email sent to RMSS.

**Location:** Birmingham New Road,Wolverhampton,WEST MIDLANDS                      **Contact:**

37563

29/01/2017 03:15

**Service:** Highways**Subject:** H Carriageway Pothole**Classification:** Enquiry**Enquiry Ref:** CAS-070520

**Desc.:** CAS-070520 caller states pot whole on Birmingham new road after junction of sedgley road and shaw road after traffic lights going towards wolverhampton Actions Taken: passed to rtc

**Location:** Birmingham New Road,Wolverhampton,WEST MIDLANDS                      **Contact:**

**Enquiry No.:** 31127 **Logged by:** System Supervisor **Service:** Highways

**on:** 06/10/2016 10:22**Officer:** [REDACTED]**Subject:** H Guard Rail Damaged**Classification:** Enquiry**Enquiry Ref:** CAS-044382

**Desc.:** CAS-044382 Customer called to report guard rail damaged - bent and leaning o street light number 251

1 the footpath of Birmingham New Road - opposite side of the road to the junction with Lawnswood Avenue - near to

Actions Taken: Emailed to rmss

Please inspect thanks

**Location:** Birmingham New Road,Wolverhampton,WEST MIDLANDS                      **Contact:**

**Enquiry No.:** 31126**Logged by:** System Supervisor**on:** 06/10/2016 10:17**Officer:** [REDACTED]**Service:** Highways**Subject:** H Bollard Damaged**Classification:** Enquiry**Enquiry Ref:** CAS-044378

**Desc.:** CAS-044378 Customer called to report a bollard which has been knocked down on the central reservation uninated or not - doesn't know if it is ill Located on Birmingham New Road near the junction with Crabtree Close

Actions Taken: Emailed to

rmss Please inspect thanks

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

Customer Services

Enquiry No.:

Logged by: System Supervisor

on:

Officer:

Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 30744

Logged by: System Supervisor

on: 22/09/2016 03:28

Officer: [REDACTED]

Service: Highways

Subject: H Carriageway Pothole

Classification: Enquiry

Enquiry Ref: CAS-041629

Desc.: CAS-041629 email received 21/09/2016:

Goodevening,

The pothole was on the Birmingham Road. It was between the switch from the central lane to the far right, next to the shell petrol station. RegardsXXXXX

Actions Taken: Sent to RMSS.

Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 30034

Logged by: [REDACTED]

on: 05/09/2016 12:32

Officer: [REDACTED]

Service: Highways

Subject: H Carriageway Damaged

Classification: Enquiry

Enquiry Ref: CAS-036974

Desc.: Summer Challenge - bricks are breaking off wall, between Birmingham New Road inbound and service road. Outside 114 Birmingham New Road WV4

Location: service Road o/s 114

Contact:



Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

Customer Services

**Enquiry No.:**                      **Logged by:** System Supervisor                      **on:**                      **Officer:**

**Enquiry No.:** 29995   **Logged by:** System Supervisor   **on:** 04/09/2016 11:15   **Service:** Highways                      **Officer:** [REDACTED]

**Subject:** H Guard Rail Damaged   **Classification:** Enquiry                      **Enquiry Ref:** CAS-036989

**Desc.:** CAS-036989 Report IT APP received at CS 31/8/16-

Summer Challenge Birmingham New Road outbound damaged trip rail outside flats WV14  
Hessian Close

from-  
phil.bourne@wolverhampton.gov.uk  
Actions Taken: passed to dept.  
sent attached photo via outlook

**Location:** o/s flats Hessian Close                      **Contact:**

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

Customer Services

Enquiry No.: 29992 Logged by: System Supervisor Service: Highways

on: 04/09/2016 10:59

Officer: [REDACTED]

Subject: H Guard Rail Damaged

Classification: Enquiry

Enquiry Ref: CAS-036986

Desc.: CAS-036986 Report IT APP received at CS 31/8/16-

Summer Challenge Birmingham New Road outbound damaged trip rail by  
Anchor Lane WV14

from-  
phil.bourne@wolverhampton.gov.uk  
Actions Taken: passed to dept.  
sent attached photo via outlook

Contact:

Location: by Anchor Lane WV14

Enquiry No.: 29991 Logged by: System Supervisor Service: Highways

on: 04/09/2016 10:55

Officer: [REDACTED]

Subject: H Guard Rail Damaged

Classification: Enquiry

Enquiry Ref: CAS-036985

Desc.: CAS-036985 Report IT APP received at CS 31/8/16-

Summer Challenge Birmingham New Road outbound damaged barrier  
opposite Mount Road WV4  
nearly o

from-  
phil.bourne@wolverhampton.gov.uk  
Actions Taken: passed to dept.  
sent attached photo via outlook

Contact:

Location: opp Mount Road

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

## Customer Services

<b>Enquiry No.:</b>	<b>Logged by:</b> System Supervisor	<b>on:</b>	<b>Officer:</b> [REDACTED]
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<b>Enquiry No.:</b> 29988	<b>Logged by:</b> System Supervisor	<b>on:</b> 04/09/2016 10:45	<b>Service:</b> Highways	<b>Officer:</b> [REDACTED]
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Enquiry Ref: CAS-036982

**Subject:** H Guard Rail Damaged **Classification:** Enquiry**Desc.:** CAS-036982 Report IT APP received at CS 31/8/16-

Summer Challenge - Birmingham New Road outbound junction with Hilton Road -

barrier damage WV4 from- vanessa.church@wolverhampton.gov.uk

Actions Taken: passed to dept.

sent attached photo via outlook

**Location:** junction Hilton Road**Contact:**

<b>Enquiry No.:</b> 29977	<b>Logged by:</b> System Supervisor	<b>on:</b> 04/09/2016 09:54	<b>Officer:</b> [REDACTED]
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**Service:** Highways**Subject:** H Street Furniture Damaged **Classification:** Enquiry

Enquiry Ref: CAS-036970

**Desc.:** CAS-036970 Report IT APP received at CS 31/8/16-

Summer Challenge Birmingham New Road central reservation unused sign post at Needwood Drive junction WV4

from-

phil.bourne@wolverhampton.gov.uk

Actions Taken: passed to dept.

sent attached photo via outlook

**Location:** Birmingham New Road,Wolverhampton,WEST MIDLANDS**Contact:**

29970

03/09/2016 03:24

**Service:** Highways**Subject:** H Street Furniture Damaged **Classification:** Enquiry

Enquiry Ref: CAS-036939

**Desc.:** CAS-036939 Report IT received at CS 31/8/16-

Summer Challenge - fencing in central reservation has fallen down. Birmingham New Road inbound junction to Sedgemoor Park, outside 332 Birmingham New Road WV14

**Effective:** 06/08/2015 to 06/08/2017

**Asset Number:** 10002.00 to 10002.00

**Service:** Highways

**Display Action Officer:** Yes

**Site:** BIRMINGHAM NEW ROAD (44804850)

**Customer Services**

**Enquiry No.:**                      **Logged by:** System Supervisor                      **on:**                      **Officer:** [REDACTED]

from-

vanessa.church@wolverhampton.gov.uk

Actions Taken: passed to dept.

sent attached photo via outlook

**Location:** Birmingham New Road,Wolverhampton,WEST MIDLANDS

**Contact:**

**Enquiry No.:** 28951                      **Logged by:** System Supervisor                      **on:** 06/08/2016 09:10                      **Officer:** [REDACTED]

**Service:** Highways                      **Subject:** H Guard Rail Damaged                      **Classification:** Enquiry                      **Enquiry Ref:** CAS-030536

**Desc.:** CAS-030536 Email received 22/07/2016:

RESTRICTED

Good Afternoon.

Would you please be kind enough to pass on this request to the correct department that deals with damaged guard rail panels and request that engineers / inspectors check the sites

Damaged guard railing panels at the junctions :

?Birmingham New Rd / Laburnum Road

?Birmingham New Rd / Mount Road

Kind Regards, Nigel

Nigel Hewitt

Professional Lead - UTC

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

Customer Services

Enquiry No.: [redacted] Logged by: System Supervisor on: [redacted] Officer: [redacted]  
City of Wolverhampton Council

Actions Taken: Replied to email.

Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS Contact:

Enquiry No.: 28441 Logged by: [redacted] on: 20/07/2016 13:44 Officer: [redacted]

Service: Highways Subject: H Gully Blocked Classification: Out-of-Hours Enquiry

Desc.: gully blocked

Location: birmingham new road inbound Contact:

Enquiry No.: 27773 Logged by: System Supervisor on: 30/06/2016 01:01 Officer: [redacted]

Service: Highways Subject: H Gully Blocked Classification: Enquiry Enquiry Ref: CAS-022755

Desc.: CAS-022755 Caller advises that the gully drain in the road in front of his house is blocked with silt and debris and he would like it cleared. Actions Taken: checked location on gis.

emailed rmss.

Location: 16 BIRMINGHAM NEW ROAD,WOLVERHAMPTON,WEST MIDLANDS,WV4 6RS Contact:

WV4 6RS

27476

21/06/2016 04:03

Service: Highways Subject: H Footway Flooding Classification: Enquiry Enquiry Ref: CAS-020700

Desc.: CAS-020700 Email Received: 16/06/2016:

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

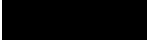
Customer Services

Enquiry No.:

Logged by: System Supervisor

on:

Officer:



Good Morning

Is there anything you can do about the flooding on the Birmingham New road please, it floods nearly covering both lanes, it's on the opposite side of the Copper Bowl, at the traffic lights, mainly where the insert is for the bus stop, heading towards Birmingham.

Thank you for your time

Kind Regards

XXXXXX

\*\*\*\*\*

Checked location on GIS: Copper Bowl is at 200 Birmingham New Road - highway is adopted. Actions Taken: Emailed Reply: 21/06/2016:

Dear XXXXXX

Thank you for your email

Your enquiry has been forwarded to the Highways Maintenance department for investigation and they will respond to your request.

Your request for a response has also been noted with the service.

Your customer reference is CON-192042

Should you require any further information, please do not hesitate to contact us.

Kind regards,

Customer Services Officer

Email: customer.services@wolverhampton.gov.uk



Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

Customer Services

Enquiry No.: Logged by: System Supervisor on: Officer: [REDACTED]

Location: 200The Copper Bowl Birmingham New Road,Wolverhampton,WEST MIDLANDS,WV4 6NZ WV4 6NZ Contact:

Enquiry No.: 26963 Logged by: System Supervisor on: 09/06/2016 07:55 Officer: [REDACTED]

Service: Highways Subject: H Manhole/Gully Top Displaced Classification: Enquiry Enquiry Ref: CAS-017727

Desc.: CAS-017727 Customer called to report that there is a manhole cover on the footpath which has become displaced and is now only half covering the chamber below. He couldn't give a precise location and GIS was not available to check Details given are as follows:

Inbound side of Birmingham Road. Near to a Spar and a 24 hour Express shop. Near to Parkfields School. Near to a pelican crossing.

Actions Taken: Emailed to rmss

Advised will investigate if can pinpoint location based on info provided

Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS Contact: 26221 14/05/2016 06:19

Service: Highways Subject: H Street Furniture Damaged Classification: Enquiry Enquiry Ref: CAS-011852

Desc.: CAS-011852 Report IT APP received at CS 14/5/16-

Damaged fencing at traffic lights off bottom of Black Country route coming into Birmingham New Road. Damage is on side coming into Wolverhampton and not the one going into Coseley. Actions Taken: passed to dept.

sent attached photo via outlook

Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS Contact:

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

## Customer Services

Enquiry No.:	Logged by: System Supervisor	on:	Officer:
Enquiry No.: 25832	Logged by: System Supervisor	on: 02/05/2016 01:38	Officer: [REDACTED]
Service: Highways	Subject: H Street Furniture Damaged	Classification: Enquiry	Enquiry Ref: CAS-008960
Desc.: CAS-008960 Report IT APP received at CS 30/4/16-			
Damaged fencing and Barriers at junction coming from Birmingham a New Road into Lanesfield at traffic lights off black county route Actions Taken: passed to dept.			
Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 25827	Logged by: System Supervisor	on: 01/05/2016 04:32	Officer: [REDACTED]
Service: Highways	Subject: H Carriageway Pothole	Classification: Enquiry	Enquiry Ref: CAS-008925
Desc.: CAS-008925 Email received 28.4.16			
Birmingham new road right hand lane on exit to black country route ptholes			
Actions Taken: Email sent to RMSS			
Replied advising on above & no timescales			
Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 25826	Logged by: System Supervisor	on: 01/05/2016 04:31	Officer: [REDACTED]
Service: Highways	Subject: H Carriageway Pothole	Classification: Enquiry	Enquiry Ref: CAS-008924
Desc.: CAS-008924 Email received 28.4.16			
Birmingham new road coseley a top of lights with shaw road.			
Actions Taken: Email sent to RMSS			
Replied advising on above & no timescales			
Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 25430	Logged by: System Supervisor	on: 18/04/2016 07:41	Officer: [REDACTED]
Service: Highways	Subject: H Carriageway Pothole	Classification: Enquiry	Enquiry Ref: CAS-005617
Desc.: CAS-005617 Email received 12.4.16			



Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

Customer Services

Enquiry No.:

Logged by: System Supervisor

on:

Officer: [REDACTED]

Driving up Birmingham New Road Monday am and hit a pot hole in the road. It has cause severe damage to the passenger front wheel and tyre. I have photographic evidence of the pot hole, if you give me an email address i will forward them to you. I am looking for compensation to replace the alloy wheel and tyre. Please can you let me know the procedure  
Actions Taken: Email sent to RMSS for pothole

Advised on claims procedure

Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS

Contact:

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

## Customer Services

Enquiry No.:	Logged by: System Supervisor	on:	Officer:
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Enquiry No.: 25414	Logged by: System Supervisor	on: 16/04/2016 06:55	Officer: [REDACTED]
Service: Highways	Subject: H Street Furniture Damaged	Classification: Enquiry	Enquiry Ref: CAS-005540

Desc.: CAS-005540 Report IT APP received at CS 16/4/16-

Speed road sign knocked over on central reservation on Birmingham New Road near Manor Road. Actions Taken: passed to dept.

Location: Birmingham New Road,Wolverhampton,WEST MIDLANDS	Contact:
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Enquiry No.:	Logged by: System Supervisor	Service: Highways	on:	Officer:
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Enquiry No.: 23321	Logged by: System Supervisor	Service: Highways	on: 05/02/2016 10:44	Officer: [REDACTED]
Subject: H Carriageway Pothole	Classification: Enquiry	Enquiry Ref: 543222		

Desc.: E543222 Caller reporting pothole This is near Hill avenue Please repair Actions Taken: Sent to rmss

Location: BIRMINGHAM NEW ROAD, ,	Contact:
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Enquiry No.:	Logged by: System Supervisor	Service: Highways	on:	Officer:
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Enquiry No.: 23203	Logged by: System Supervisor	Service: Highways	on: 02/02/2016 02:36	Officer: [REDACTED]
Subject: H Block/Concrete Damaged	Classification: Enquiry	Enquiry Ref: 542172		

Desc.: E542172 Caller reporting pothole This is near Hill avenue Please repair Actions Taken: Sent to RMSS  
Location: BIRMINGHAM NEW ROAD, ,

Contact:

Enquiry No.:	Logged by: System Supervisor	Service: Highways	on:	Officer:
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Enquiry No.: 22409	Logged by: System Supervisor	Service: Highways	on: 11/01/2016 11:35	Officer: [REDACTED]
Subject: H Carriageway Damaged	Classification: Enquiry	Enquiry Ref: 535810		

Desc.: E535810 Email received at CS 6/1/6- Hello XXXX, I attempted to report the following issues on the Wolverhampton council website but was unable to do so due to an error. This is concerning the road surface and also the dangerous condition of the drain covers along the A4123 Birmingham New Road, so I hope that you could pass this onto the relevant department to deal with. These are the details of the issues: I travel along the A4123 each day by bicycle and have noticed a severe deterioration of the road surface along this road in both directions, between the junctions of A4039 and Ivy House Lane. There are many areas of uneven road surface and potholes which cause dangerous riding conditions and many of the drains have sunk below the road surface level. the worst of which are on the southbound side heading towards Dudley, there are number of drains that have no asphalt around them leaving them

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

Customer Services

**Enquiry No.:**                      **Logged by:** System Supervisor                      **on:**                      **Officer:**

to be insecure on the road. Yesterday(5th Jan 2016), on the road, the part alongside Coseley School, I luckily managed to avoid a crash as I almost rode into one of the drains where both of the drain covers had been dislodged and were inside the drain collar. I have replaced these covers, but feel that due to the condition of the road surface, this issue may re-occur if not repaired. This section of road has been ?patched up? over the past few months with a coating of tar but cannot be considered as a permanent solution to what is a worsening situation, I fear that if the road is left in its current condition, it may result in a serious accident. Regards XXXX Actions Taken: emailed rmss replied 11/1/16

**Location:** BIRMINGHAM NEW ROAD, ,                      **Contact:**

**Enquiry No.:**                      **Logged by:**                      **on:**                      **Officer:** [REDACTED] **Service:** Highways                      **Subject:** H Gully

Blocked                      **Classification:** Enquiry                      **Enquiry Ref:** 527753

**Desc.:** E527753 caller is reporting flooding of a gully outside his business, not raining but still flooding about ankle height, so effecting his business.

Actions Required: please investigate

Actions Taken: rang through to ss they advised send through, advised caller will send through and someone will contact him

**Location:** 37 BIRMINGHAM NEW ROAD,WOLVERHAMPTON WV4 6BL                      **Contact:**

**Enquiry No.:** 21322                      **Logged by:** System Supervisor                      **on:** 01/12/2015 08:43                      **Officer:** [REDACTED]

**Service:** Highways                      **Subject:** H Street Nameplate Damaged**Classification:** Enquiry                      **Enquiry Ref:** 527121

**Desc.:** E527121 Report IT APP received at CS 30/11/15- Street nameplate- Birmingham New Road Road sign had been pulled out of the ground / Birmingham New Road and Shaw Road junction. From XXXXXX

Actions Taken: emailed rmss

**Location:** BIRMINGHAM NEW ROAD, ,                      **Contact:**

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

## Customer Services

Enquiry No.:

21268

Logged by: System Supervisor

on:

28/11/2015 09:11

Officer:

Service: Highways

Subject: H Bollard Damaged

Classification: Enquiry

Enquiry Ref: 526637

Desc.: E526637 Customer called to report a car that has parked on top of / damaged a bollard outside of 515 Birmingham new road. Vehicle Reg: BF 03 NME

Actions Required: Please

investigate Actions Taken: Sent to

RMSS

Location: 515,BIRMINGHAM NEW ROAD,BILSTON WV14 9PJ

Contact:

Enquiry No.: 21125

Logged by: System Supervisor

on: 22/11/2015 05:37

Officer:

Service: Highways

Subject: H Gully Blocked

Classification: Enquiry

Enquiry Ref: 524949

Desc.: E524949 Email received on 22.11.15: From: XXXXX] Sent: 22 November 2015 14:15 To: Customer Services Cc: XXXXXX Subject: Re: 453A Birmingham new road.Flood C6090 Dear Sirs Yet again the drains in the footpath outside of our home are blocked again with leaves and mud! The footpath outside our property is flooded, and no-one cares from the city council. Can you please sort this out before my home gets flooded out again The 200mm x 200mm gully grid in still broken and is just waiting for someone to trip and make a claim This is an on going problem and the only time it get attention is when I copy in our MP. I look forward to your reply XXXXXXXX

Actions Taken: Emailed RMSS and replied as follows: Dear XXXXXXXX Thank you for your email regarding the gully outside of your home. Your enquiry has been forwarded to the Highways department for investigation and they will respond as soon as possible. Your customer reference is C6090. Should you require any further information, please do not hesitate to contact us. Kind regards,

Location: 453A BIRMINGHAM NEW ROAD,BILSTON WV14 9PJ

Contact:

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

## Customer Services

**Enquiry No.:** **Logged by:** System Supervisor **on:** **Officer:**  
**Enquiry No.:** 18484 **Logged by:** System Supervisor **on:** 14/08/2015 08:51 **Officer:** [REDACTED]  
**Service:** Highways **Subject:** H Street Furniture Damaged **Classification:** Enquiry **Enquiry Ref:** 497512

**Desc.:** E497512 XXXXXXXX rang - she has been advised by a third party that there is a non illuminated street sign at the end of Broad St on the ring road which has been damaged. It looks as though it has been hit by a vehicle. It is the sign directing to Wednesfield . It is leaning but she did not know whether it is stable or not  
 Actions Required: As above

Actions Taken: E mailed RMSS

Location: RING ROAD ST PATRICKS CITY CENTRE

Contact:

**Enquiry No.:** 18479 **Logged by:** System Supervisor **on:** 13/08/2015 01:59 **Officer:** [REDACTED]  
**Service:** Highways **Subject:** H Guard Rail Damaged **Classification:** Enquiry **Enquiry Ref:** 497391

**Desc.:** E497391 Customer asking if a wooden barrier at the edge of the pavement next to the off road parking can be removed as it is preventing her disabled mother from getting in and out of the car in safety. She states that in order to allow her mother in and out of the car they are having to park in the middle of the road  
 Actions Required: Please investigate thanks

Actions Taken: Emailed to rmss

Location: 463,BIRMINGHAM NEW ROAD,BILSTON WV14 9PJ

Contact:

**Enquiry No.:** **Logged by:** **on:** **Officer:** [REDACTED] **Service:** Highways **Subject:** H Street  
 Furniture Damaged **Classification:** Enquiry **Enquiry Ref:** 495679

**Desc.:** E495679 Report it ap received 06/08/2015 11:41: Summer Challenge 2015 - Speed road sign needs replacing. Birmingham New Road in bound between junction with Meadow Lane and BCR. Actions Required: Please action.

Effective: 06/08/2015 to 06/08/2017

Asset Number: 10002.00 to 10002.00

Service: Highways

Display Action Officer: Yes

Site: BIRMINGHAM NEW ROAD (44804850)

Customer Services

Enquiry No.: Logged by: System Supervisor on: Officer:  
Actions Taken: Sent to RMSS. Photo sent via outlook.

Location: BIRMINGHAM NEW ROAD, , Contact:

Enquiry No.: 18300 Logged by: System Supervisor on: 06/08/2015 07:32 Officer:   
Service: Highways Subject: H Street Nameplate Damaged Classification: Enquiry Enquiry Ref: 495615  
Desc.: E495615 Report IT APP received at CS 6/8/15- Summer Challenge Birmingham New Road road name plate faded,  
outside house no 291, outbo Actions Taken: emailed rmss

Location: BIRMINGHAM NEW ROAD, , Contact:

Enquiry No.: 18299 Logged by: System Supervisor on: 06/08/2015 06:57 Officer:   
Service: Highways Subject: H Bollard Damaged Classification: Enquiry Enquiry Ref: 495611  
Desc.: E495611 Report IT APP received at CS 6/8/15- Summer Challenge Birmingham New Road junction with Parkfield Road damaged  
bollard on Central reserva Actions Taken: emailed rmss

Location: BIRMINGHAM NEW ROAD, , Contact: