

Response to Request for Information

Reference FOI 001609
Date 24 October 2017

Stafford Road, Wolverhampton

Request:

- 1) Records of inspection for the relevant stretch of highway.
[Please see attachment provided with this request.](#)
- 2) Maintenance records including records of independent contractors working in relevant area.
[Please see attachment provided with this request.](#)
- 3) Records of the minutes of Highway Authority meetings where maintenance or repair policy has been discussed or decided.

[In respect of your above question, it has been established after careful consideration that the Council does not hold the above information. Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1\(1\) \(a\) of the Act, that states:](#)

["Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".](#)

- 4) Records of complaints about the state of highways.
[Please see attachment provided with this request.](#)
- 5) Records of other accidents which have occurred on the relevant stretch of highway.
[Please see attachment provided with this request.](#)

[We have no record of any claims occurring at this location between 4 May 2016 and 4 May 2017.](#)

[With regard to the attachments you will notice there are some areas that have been blanked out. This is because the information is exempt from disclosure. We are not obliged, under section 40\(2\) of the Act, to provide information that is the personal information of another person if releasing would contravene any of the provisions in the Data Protection Act 1998 \(DPA\). In this instance we believe that the release of this information would contravene the first data protection principle, and therefore section 40 \(2\) is engaged.](#)

Inspection Type(s)						
H Highway Find & Fix						
H HIGHWAY FIND & FIX						
H Highway Safety Inspection						
H Monthly Safety Inspection						
Site: STAFFORD ROAD (44847220)			Area: Oxley			
Asset No: 10,007.00		Asset Id - Location STAFFORD ROAD - SB RBT THREE TUNS LANE - RBT GREE				
Feature Type: H:Highway Section			Contract Area: Highways			
Inspection	Date	Route	Type	Officer		
62236	07/03/2017	HW Monthly NW Quadrant	H Monthly Safety Inspection	Linda Saxon		
53328	29/09/2016	Bushbury South & Low Hill	H Highway Safety Inspection	John Keates		
52112	15/09/2016	H Find & Fix NE	H Highway Find & Fix	Responsive Maintenance Team 4		
46454	26/07/2016	H Find & Fix NE	H Highway Find & Fix	Responsive Maintenance Team 4		
41674	27/06/2016	H Find & Fix NE	H Highway Find & Fix	Responsive Maintenance Team 4		
Defect Details						
Defect	Description	Log Date	Location	Organise./Job	Priority	
634079		07/03/2017				
619044	CTV SMALL BOX COVER (WIRES EXPOSED)	29/09/2016	OS 474	352748	H:Cat 2 High (30 Working D	
619042	OLD CONCRETE REIMSTATEMENT LOW/TRIP	29/09/2016	OS 318	352747	H:Cat 1B (24 hour)	
619040	CONCRETE PATCH LOW/TRIP	29/09/2016	OS 334 (LAMP 160)	352745	H:Cat 1B (24 hour)	
619038		29/09/2016	OS 344 (LAMP 165)	352744	H:Cat 1B (24 hour)	
619036	CONCRETE BREAK UP/TRIP	29/09/2016	OS 406	352743	H:Cat 1B (24 hour)	
619034	BREAK UP/TRIP	29/09/2016	OS 430/428 (CHURCH XING)	352741	H:Cat 2 High (30 Working D	
619030	CTV COVER MISSING	29/09/2016	OS 438	352737	H:Cat 1B (24 hour)	
619028	RIDGE AND BREAK UP ALONG CHANNEL	29/09/2016	OPP OXLEY MOOR ROAD BY TRAFFIC LIGHTS	352735	H:Cat 1B (24 hour)	
617715		15/09/2016				
614556		26/07/2016				
612193		27/06/2016				

Site: STAFFORD ROAD (44847220)

Jobs with: All

Noticing: All

Notice Status: All

Job	Asset No	Asset Id / Location	Placed on W.O.	Status
Site :		STAFFORD ROAD (44847220), WOLVERHAMPTON, WOLVERHAMPTON	Area :	No Code Allocated
352735 - RIDGE AND BREAK UP ALONG CHANNEL (H:Carriageway Uneven)	10,007.00	OPP OXLEY MOOR ROAD BY TRAFFIC LIGHTS		Uncommitted
352737 - CTV COVER MISSING (H:Public Utility Missing)	10,007.00	OS 438		Uncommitted
352741 - BREAK UP/TRIP (H:Footway Damaged)	10,007.00	OS 430/428 (CHURCH XING)		Uncommitted
352743 - CONCRETE BREAK UP/TRIP (H:Footway Damaged)	10,007.00	OS 406		Uncommitted
352744 - H:Carriageway Pothole	10,007.00	OS 344 (LAMP 165)		Uncommitted
352745 - CONCRETE PATCH LOW/TRIP (H:Footway Uneven)	10,007.00	OS 334 (LAMP 160)		Uncommitted
352747 - OLD CONCRETE REIMSTATEMENT LOW/TRIP (H:Footway Uneven)	10,007.00	OS 318		Uncommitted
352748 - CTV SMALL BOX COVER (WIRES EXPOSED) (H:Public Utility Missing)	10,007.00	OS 474		Uncommitted
361697 - New Shared Footway/Cycleway project	10,007.00	Stafford Road		Uncommitted

Effective: 01/05/2016 to 30/06/2017

Asset Number: 999.00 to 999.00

Display Action Officer: Yes

Site: STAFFORD ROAD (44847220)

Site: STAFFORD ROAD (44847220)

Locality: WOLVERHAMPTON, WOLVERHAMPTON

Area: No Code Allocated

Maintenance Management

Job No.	Description	Location	Officer	Priority	Job Status	Entered	Completion	Works Order
	Asset: 999.00	Asset - Locn.: 44847220 - STAFFORD ROAD			Feature Type: Whole Site Feature		Area: Oxley	
94501	fway pothole back of kerb (H:Footway Pothole)	Entrance to golf club - report from DJO	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	13/05/2016	16/05/2016	Act.
94659	Apply Tackcoat and reinstate c/way (H:Carriageway Pothole)	Stafford Rd / Gorsebrook Rd - C/way potholes around traffic island, check inbound/ outbound c/way to and from Stafford Rd / Bushbury Lane traffic island OUT OF HOURS TEAM (RMT 5)	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	17/05/2016	18/05/2016	Act.
94660	Apply Tackcoat and reinstate c/way (H:Carriageway Pothole)	Stafford Rd / Bushbury Lane Traffic Island - C/way potholes around island OUT OF HOURS TEAM. (RMT 5)	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	17/05/2016	18/05/2016	Act.
96822	Fill pothole around gully (H:Carriageway Pothole)	End of bus layby at bushbury In	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	23/06/2016	24/06/2016	Act.
98852	Saw cut joints, excavate - reinstate with stone, binder course and surface course Will be able to park on f/way (H:Footway Damaged)	593 / 595 STAFFORD ROAD. Outbound just past Newbury Road	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	27/07/2016	28/07/2016	Act.
110548	Fridge freezer (C:Flytipping Removal OFF HWay)		Street Cleansing Team	Ea: 1 Working day	Job Closed	03/11/2016	03/11/2016	Act.
351651	barriers on footway (H:Highway Other)	stafford road island	Trevor Fletcher	H:Cat 1A (2 hour)	Job Closed	16/09/2016	16/09/2016	Act.
351786	two barriers & pot holes around gully lid (H:Carriageway Pothole)	stafford rd jct with cannock road/ ring rd st georges bcr island with overfield drive	Trevor Fletcher	H:Cat 1A (2 hour)	Job Closed	19/09/2016	22/08/2016	Act.
354893	H Carriageway Pothole - CAS-043955 Email received on 1.10.16: On the A449 at the junction where it is joined by South Street. Several holes which cannot be avoided. The holes are in the middle to the outside of the road. s (Enquiry 31069) (H:Carriageway Pothole)	Stafford Road,Wolverhampton,WEST MIDLANDS	Responsive Maintenance	T H:Cat 2 Low (180 Working Days)	Job Closed	17/10/2016	25/10/2016	Act.
357485	Carraigeway resurfacing & reconstruction	Gorsebrook Road to Oxley Moor Road	Khalid Akhtar	H:CWAY PLANNED WORKS	Job Raised with Notice	08/11/2016	14/04/2017	Est.
357974	Apply Tackcoat and reinstate c/way (H:Carriageway Pothole)	C/way. Potholes ialong joint - inbound near to Goodyear Island OUT OF HOURS TEAM	Responsive Maintenance	T H:Cat 2 High (30 Working Days)	Job Closed	11/11/2016	14/11/2016	Act.

Effective: 01/05/2016 to 30/06/2017

Asset Number: 999.00 to 999.00

Display Action Officer: Yes

Site: STAFFORD ROAD (44847220)

Maintenance Management

Job No.	Description	Location	Officer	Priority	Job Status	Entered	Completion	Works Order
	Asset: 999.00	Asset - Locn.: 44847220 - STAFFORD ROAD			Feature Type: Whole Site Feature		Area: Oxley	
359154	Sign knocked over (H:Unlit Sign Damaged)		Responsive Maintenance	T H:Cat 2 High (30 Working Days)	Job Closed	22/11/2016	23/11/2016	Act.
361323	Saw cut and reinstate fw at back of kerbs (H:Footway Pothole)	604	Responsive Maintenance	T H:Cat 2 High (30 Working Days)	Job Closed	16/12/2016	19/09/2017	Act.
362397	H Carriageway Pothole - CAS-064815 Email received on 7.1.17: At junction between A449 with Oxley Moor Road. There are pot holes but also the road surface appears to have broken down as you approach the traffic lights to go ahead (Enquiry 36707)	Oxley Moor Road,Wolverhampton,WEST MIDLANDS	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	10/01/2017	10/01/2017	Act.
	Fill pothole outside lane os 438 (H:Carriageway Pothole)							
362420	Apply Tackcoat and reinstate (H:Carriageway Pothole)	Stafford road / Bushbury Lane island c/way pothole on centre joint around island	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	10/01/2017	11/01/2017	Act.
		RMT 5 - (OUT OF HOURS TEAM)						
363096	APPLY TACKCOAT AND REINSTATE C/WAY (H:Carriageway Pothole)	STAFFORD ROAD (inbound) at traffic lights opposite Oxley Moor Rd. In the inside lane	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	19/01/2017	20/01/2017	Act.
		RMT3 (OUT OF HOURS TEAM)						
363097	APPLY TACKCOAT AND REINSTATE C/WAY (H:Carriageway Pothole)	STAFFORD RD ON ISLAND BY FOXS LANE JUNCTION - C/WAY POTHOLE IN MIDDLE OF LANE - RMT3. (OUT OF HOURS TEAM)	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	19/01/2017	20/01/2017	Act.
363448	Tack coat and fill cw rut (H:Carriageway Depression)	In bound by premier inn	Responsive Maintenance	T H:Cat 2 High (30 Working Days)	Job Closed	24/01/2017	04/06/2017	Act.
363594	APPLY TACKCOAT AND REINSTATE C/WAY (H:Carriageway Pothole)	STAFFORD ROAD (outbound) / OXLEY MOOR ROAD By traffic lights - c/way pothole side of kerb	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	25/01/2017	26/01/2017	Act.
		RMT 5 (OUT OF HOURS TEAM)						
364248	APPLY TACKCOAT AND REINSTATE C/WAY (H:Carriageway Pothole)	Stafford Road just off Goodyear Island outside paper shop (outbound)	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	03/02/2017	06/02/2017	Act.
		RMT 3. (OUT OF HOURS TEAM)						

Effective: 01/05/2016 to 30/06/2017

Asset Number: 999.00 to 999.00

Display Action Officer: Yes

Site: STAFFORD ROAD (44847220)

Maintenance Management

Job No.	Description	Location	Officer	Priority	Job Status	Entered	Completion	Works Order
	Asset: 999.00	Asset - Locn.: 44847220 - STAFFORD ROAD			Feature Type: Whole Site Feature		Area: Oxley	
364456	H Carriageway Pothole - The slip road Milldale road which leads onto the Stafford road there is junction where speed bumps are where you need to stop to join onto Stafford road.Right opposite The kitchen factory shop. (Enquiry 37847)	Milldale Road,Wolverhampton,WEST MIDLANDS	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	07/02/2017	09/02/2017	Act.
	Reinstate cw potholes (H:Carriageway Pothole)							
364926	ApplyTackcoat and reinstate c/way (H:Carriageway Pothole)	STAFFORD RD/ BUSHBURY LANE ISLAND - C/WAY POTHOLES AROUND ISLAND AND AROUND GULLY ININSIDE LANE RMT 3. - OUT OF HOURS TEAM	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	14/02/2017	15/02/2017	Act.
366706	Reinstate cw pothole outside lane (H:Carriageway Pothole)	Outbound at junction Springfield In	Responsive Maintenance	T H:Cat 2 High (30 Working Days)	Job Closed	10/03/2017	14/03/2017	Act.
367296	Remove damaged guard rail (H:Ped Guardrail Damaged)	Near jones rd	Responsive Maintenance	T H:Cat 1A (2 hour)	Job Closed	20/03/2017	20/03/2017	Act.
367404	H Carriageway Pothole - CAS-098203 Email received on 5.3.17: Pot Holes - Three Tuns Roundabout - Can the Several Potholes on the Three Tuns Roundabout / Stafford Road be filled In. (Enquiry 39883) (H:Carriageway Pothole)	Stafford Road,Wolverhampton,WEST MIDLANDS	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	21/03/2017	21/03/2017	Act.
367722	Reinstate cw potholes between five easy roundabout and bushbury In roundabout inbound (H:Carriageway Pothole)	Moseley st	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	26/03/2017	24/03/2017	Act.
369378	Saw cut and reinstate cw depressions (H:Carriageway Depression)	200 to 208	Responsive Maintenance	T H:Cat 2 High (30 Working Days)	Job Closed	27/04/2017	02/05/2017	Act.

Effective: 01/05/2016 to 30/06/2017

Asset Number: 999.00 to 999.00

Display Action Officer: Yes

Site: STAFFORD ROAD (44847220)

Maintenance Management

Job No.	Description	Location	Officer	Priority	Job Status	Entered	Completion	Works Order
	Asset: 999.00	Asset - Locn.: 44847220 - STAFFORD ROAD			Feature Type: Whole Site Feature		Area: Oxley	
370256	H Carriageway Pothole - CAS-135044 Report IT APP received at CS 8/5/17- Pot hole in roadway on Stafford Road Wolverhampton, outbound from city centre, as you drive off the five ways island, outside Wickes Ltd. (Enquiry 41442) Reinstate cw potholes (H:Carriageway Pothole)	Stafford Road,Wolverhampton,WEST MIDLANDS	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	11/05/2017	12/05/2017	Act.
371528	H Block/Concrete Missing - CAS-146351 MOST APPROPRIATE HEADING USED TO LOG Email received on 19.5.17: On the public footpath from Stafford Road leading to Dunstall Hill Trading Estate the coping stones on the brick wall have been removed and discarded into the plant beds. Please can the coping stones be re set: (Enquiry 41985) (H:Highway Other)	Stafford Road,Wolverhampton,WEST MIDLANDS	Responsive Maintenance	T H:Cat 2 Low (180 Working Days)	Job Closed	04/06/2017	05/06/2017	Act.
372348	H Manhole/Gully Top Missing - The location is lamp post marked 144 (Enquiry 42628) Replace & Reinstate cw around gully (H:Carriageway Damaged)	Stafford Road,Wolverhampton,WEST MIDLANDS	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	15/06/2017	15/06/2017	Act.
372394	Fill cw pothole (H:Carriageway Pothole)	Three tuns roundabout	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	16/06/2017	16/06/2017	Act.

Effective: 01/05/2016 to 30/06/2017

Asset Number: 999.00 to 999.00

Display Action Officer: Yes

Site: STAFFORD ROAD (44847220)

Maintenance Management

Job No.	Description	Location	Officer	Priority	Job Status	Entered	Completion	Works Order
	Asset: 999.00	Asset - Locn.: 44847220 - STAFFORD ROAD			Feature Type: Whole Site Feature		Area: Oxley	
372730	H Manhole/Gully Top Damaged - Stafford CAS-166382 Customer called to report manhole cover top missing on stafford road.	Road,Wolverhampton,WEST MIDLANDS	Responsive Maintenance	T H:Cat 1B (24 hour)	Job Closed	20/06/2017	21/06/2017	Act.
	Location of defective cover: On Stafford road, WV10 6DY *Right opposite Burnham Avenue, WV10 6DX*							
	Road name: Stafford Road, WV10 6DY							
	At junction of: Burnham Avenue, WV10 6DX. (Enquiry 42840)							
	Replace cover (H:Gully Damaged)							

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Site: STAFFORD ROAD (44847220)

Locality: WOLVERHAMPTON, WOLVERHAMPTON

Area: No Code Allocated

Customer Services

Enquiry No.: 41985	Logged by: System Supervisor	on: 24/05/2017 10:17	Officer: Responsive Maintenance Team 6
Service: Highways	Subject: H Block/Concrete Missing	Classification: Enquiry	Enquiry Ref: CAS-146351
Desc.: CAS-146351 MOST APPROPRIATE HEADING USED TO LOG Email received on 19.5.17: On the public footpath from Stafford Road leading to Dunstall Hill Trading Estate the coping stones on the brick wall have been removed and discarded into the plant beds. Please can the coping stones be re set. Actions Taken: Checked GIS - footpath is showing as part of adopted highway and there are beds on grounds maintenance there. Emailed RMSS and replied as follows:			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	
Plot Number: 999.00	Feature Id - Location: 44847220 - STAFFORD ROAD	Feature Type: Whole Site Feature	
Job Number: 371528	Defect Number: 641161		
Enquiry No.: 41868	Logged by: System Supervisor	on: 20/05/2017 03:27	Officer: Dave Onions
Service: Highways	Subject: H Footway Flooding	Classification: Enquiry	Enquiry Ref: CAS-144174
Desc.: CAS-144174 Report IT APP received at CS 19/5/17- Subway outside Gatehouse pub floods when it rains. Ankle deep at present. The App is not selecting the correct location. A449 underpass at Akron Gate by Gatehouse Pub. Stafford road			
<div style="background-color: black; width: 150px; height: 15px; margin-bottom: 5px;"></div> Actions Taken: passed to dept sent attached photo via outlook			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 41805	Logged by: System Supervisor	on: 18/05/2017 12:45	Officer: Paul Murray
Service: Highways	Subject: H Street Furniture Damaged	Classification: Enquiry	Enquiry Ref: CAS-142545
Desc.: CAS-142545 *PLEASE NOTE NO APP DROP DOWN** Customer called to report that the railings that run from property 235 to 249 Stafford road have been deteriorated for a long time and need repainting. The railings are on the wall which are on the highway. Actions Taken: Checked GIS confirmed railings are on the wall which have stairs going to the proeptries 235 - 279 Stafford road - adopted highway. Advised will send across.			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 41543	Logged by: System Supervisor	on: 10/05/2017 12:48	Officer: Paul Murray
Service: Highways	Subject: H Grit Bin Damaged	Classification: Enquiry	Enquiry Ref: CAS-136325
Desc.: CAS-136325 Customer called as he was supposed to recieve a call back yesterday regarding a request for a grit bin, however, was not called back. He stated during the winter months it is very dangerous and slippery to drive in and out of the car park near his house and there used otto be a grit bon during winter years ago but since has not been one. He would like to know if he could request a grit bin during for the winter years. Actions Taken: I advised as the car park is private would not be able to implement one there, also as it is too early would not be able to put a grit bin out now. Advised i will send the request across to be looked into. Confirmed on GIS location stafford road, outside property 247 onwards.			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 41442 **Logged by:** System Supervisor **on:** 09/05/2017 08:25 **Officer:** Dave Onions
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-135044
Desc.: CAS-135044 Report IT APP received at CS 8/5/17-

Pot hole in roadway on Stafford Road Wolverhampton, outbound from city centre, as you drive off the five ways island, outside Wickes Ltd.
WV10
Actions Taken: passed to dept

Location: Stafford Road,Wolverhampton,WEST MIDLANDS **Contact:**

Enquiry No.: 40463 **Logged by:** System Supervisor **on:** 30/03/2017 08:36 **Officer:** Dave Onions
Service: Highways **Subject:** H Manhole/Gully Top Displaced **Classification:** Enquiry **Enquiry Ref:** CAS-107165
Desc.: CAS-107165 Email Received: 25/03/2017:

Stafford road has very high raised manhole etc covers with insufficient signage.VERY dangerous for motorcycles and bikes

We asked customer for further location details and they have replied with the following - not sure if this will be sufficient for you to investigate:

I'm afraid i cant be more precise than between oxley moor rd and the town centre without going to look. And to be honest I'm surprised no-one knows where the roadworks are. Doesnt the council commission or co-ordinate them?

I've been along there again on Friday. Hard to overemphasise how dangerous it is for cyclists and motorcyclists (and car wheels get a very nasty jolt too- potential damages claims I'd say since some can't safely be avoided)

Needs explicit signage and speed restriction on my opunion

Actions Taken: Emailed Reply: 30/03/2017:

[Redacted text block containing multiple lines of blacked-out information]

Location: Stafford Road,Wolverhampton,WEST MIDLANDS **Contact:**

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 39904 **Logged by:** System Supervisor **on:** 17/03/2017 09:49 **Officer:** Dave Onions
Service: Highways **Subject:** H Slab Footway Uneven **Classification:** Enquiry **Enquiry Ref:** CAS-098539
Desc.: CAS-098539 Customer called to report that the slabs between The Moreton Arms Pub going into city before the row of shops there are uneven slabs on the footpath which resulted in customer tripping and falling yesterday. She cannot be more precise in the location other than that it was going into city on the side of Moreton Arms heading towards the shops.
 Actions Taken: Checked GIS - council maintained footpath.
 Advised customer will send to department for investigation.
 Email sent to RMSS.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 39883 **Logged by:** System Supervisor **on:** 16/03/2017 03:51 **Officer:** Responsive Maintenance Team 5
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-098203
Desc.: CAS-098203 Email received on 5.3.17:
 Pot Holes - Three Tuns Roundabout - Can the Several Potholes on the Three Tuns Roundabout / Stafford Road be filled In.
 Actions Taken: Emailed RMSS and replied to customer with case ref number

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Plot Number: 999.00 **Feature Id - Location:** 44847220 - STAFFORD ROAD **Feature Type:** Whole Site Feature
Job Number: 367404 **Defect Number:** 635790

Enquiry No.: 39170 **Logged by:** System Supervisor **on:** 01/03/2017 11:35 **Officer:** Paul Murray
Service: Highways **Subject:** H Footway Flooding **Classification:** Enquiry **Enquiry Ref:** CAS-088061
Desc.: CAS-088061 Report IT APP received at CS 1/3/17-

A449 underpass floods when it rains, drain on southbound side blocked.
 Stafford Road WV10 near the gatehouse.
 Actions Taken: passed to dept

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 39053 **Logged by:** Tony Brown **on:** 27/02/2017 15:42 **Officer:** Lynn Pedley
Service: Highways **Subject:** H Third Party Claim **Classification:** Third Party Claim **Enquiry Ref:** TP160213
Desc.:
Location: STAFFORD ROAD – SB CWAY BETWEEN GORSEBROOK RDBT & FIVE-WAYS **Contact:**
 RDBT – DAMAGE TO VEHICLE (TYRE)

Enquiry No.: 39027 **Logged by:** Tony Brown **on:** 27/02/2017 13:08 **Officer:** Lynn Pedley
Service: Highways **Subject:** H Third Party Claim **Classification:** Third Party Claim **Enquiry Ref:** TP160210
Desc.:
Location: STAFFORD ROAD (A449) INBOUND CWAY APPROACH TO GOODYEAR RDBT **Contact:**

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 38985 **Logged by:** System Supervisor **on:** 27/02/2017 10:23 **Officer:** Paul Murray
Service: Highways **Subject:** H Carriageway Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-085946
Desc.: CAS-085946 Caller elderly and very angry that she has been soaked waiting at pedestrian crossing on the Stafford Road, just past Oxley Moor Junction heading out of Wolverhampton. She advises she spoke to officers there, 2 weeks ago and nothing has been done (think officers may have been from utc re traffic light sensors at the pedestrian crossing). The rain water collects by the pedestrian crossing and there is nowhere to move to avoid it when cars go through. She knows there is a light sensor on the pedestrian crossing so if you move it goes off and you can not cross the road. She advises if officers go out today they will see the large puddle of water on the Stafford Road there.
Actions Taken: checked location on gis.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 38862 **Logged by:** System Supervisor **on:** 23/02/2017 03:17 **Officer:** Paul Murray
Service: Highways **Subject:** H Grit Bin Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-083789
Desc.: CAS-083789 Customer called to request the grit bin outside her house to be moved or removed.

Nature of enquiry: Customer states "The grit bin lid keeps on blowing back and forth and damaging her wall, new hedge and also people keep on putting rubbish in there because there is a chip shop bnear there."

Location of the existing Grit Bin: On the footpath outside 760 Stafford Road, WV10 6NR

Actions Taken: Sent to RMSS.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 38489 **Logged by:** System Supervisor **on:** 16/02/2017 08:37 **Officer:** Kevin Burgess
Service: Highways **Subject:** H Carriageway Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-079020
Desc.: CAS-079020 Report IT APP received at CS 15/2/17-

Uneven road surface on roundabout
on Stafford Road near Bushbury Lane WV10

Actions Taken: passed to dept.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 38416

Logged by: System Supervisor

on: 14/02/2017 02:02

Officer: Trevor Fletcher

Service: Highways

Subject: H Carriageway Pothole

Classification: Enquiry

Enquiry Ref: CAS-078094

Desc.: CAS-078094 Email received on 12.2.17:

Travelling down the Stafford Road towards the city centre. The island by what used to be Strykers, that has the Island House and KFC on it. The lane closest to the island has a huge pothole which has the ability to cause damage to vehicles

Actions Taken: Emailed RMSS and replied as follows:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 38266

Logged by: System Supervisor

on: 11/02/2017 10:08

Officer: Responsive Maintenance Team 3

Service: Highways

Subject: H Carriageway Pothole

Classification: Enquiry

Enquiry Ref: CAS-076529

Desc.: CAS-076529 Email rcvd at CD:-



Potholes

Various pot holes on this island.

Location:

Easting/Northing: 391288/300766 (52.604605, -2.13007)

Nearest road to the pin placed on the map (automatically generated by Bing Maps): Highway, Oxley, WV10 9

Nearest postcode to the pin placed on the map (automatically generated): WV10 6HU (72m away)

Actions Taken: Checked GIS - Roundabout At Junction With Bushbury Lane Stafford Road Wolverhampton West Midlands

Email sent to RMSS & reply sent:-



Location: Bushbury Lane,Wolverhampton,WEST MIDLANDS

Contact:

Plot Number: 999.00

Feature Id - Location: 44847220 - STAFFORD ROAD

Feature Type: Whole Site Feature

Job Number: 364926

Defect Number: 632156

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 37847 **Logged by:** System Supervisor **on:** 02/02/2017 12:26 **Officer:** Responsive Maintenance Team 3
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-071869
Desc.: CAS-071869 Customer called to report a pothole at the junction of Milldale lane onto Stafford road. He advised it is quite a large pothole.
 Actions Taken: Checked GIS confirmed adopted highway. The slip road Milldale road which leads onto the Stafford road there is junction where speed bumps are where you need to stop to join onto Stafford road. Here there is a dip in the road. Right opposite The Kitchen Factory Shop.
 Advised will forward across to RMSS to investigate.

Location: Milldale Road,Wolverhampton,WEST MIDLANDS

Contact:

Plot Number: 999.00 **Feature Id - Location:** 44847220 - STAFFORD ROAD **Feature Type:** Whole Site Feature

Job Number: 364456 **Defect Number:** 631683

Enquiry No.: 37815 **Logged by:** System Supervisor **on:** 02/02/2017 09:44 **Officer:** Responsive Maintenance Team 3
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-071741
Desc.: CAS-071741 Report IT APP received at CS 1/2/17-

Potholes near 325 Stafford Road WV10

Actions Taken: passed to dept.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Plot Number: 999.00 **Feature Id - Location:** 44847220 - STAFFORD ROAD **Feature Type:** Whole Site Feature

Job Number: 364248 **Defect Number:** 631499

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 37158 **Logged by:** System Supervisor **on:** 18/01/2017 04:52 **Officer:** Responsive Maintenance Team 3
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-067889
Desc.: CAS-067889 Email received 18/01/2017:
Below a request for carriageway maintenance where a pothole is causing a hazard for cyclists. Please forward it to the relevant service and provide me with an acknowledgement when this has been done.

Many thanks

Tim Philpot
Professional Lead - Transport Strategy
Tel. Office: 01902 555465
Tel. Mobile: 07825 530346

E-mail: Tim.Philpot@wolverhampton.gov.uk
City of Wolverhampton Council

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Actions Taken: sent to RMSS.

Location: STAFFORD ROAD

Contact:

Plot Number: 999.00

Feature Id - Location: 44847220 - STAFFORD ROAD

Feature Type: Whole Site Feature

Job Number: 363096

Defect Number: 630265

Enquiry No.: 36965 **Logged by:** System Supervisor **on:** 13/01/2017 01:13 **Officer:** Kevin Burgess
Service: Highways **Subject:** H Manhole/Gully Top Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-066464
Desc.: CAS-066464 Customer called to say he was driving down the A449 Stafford Road last night, he came off the M54 and went on to Stafford road, at the first set of lights he took a left on to Broadlands as if he was going towards the Premier Inn... when he was driving down that road he must have went over a damaged manhole cover without realising and his car lifted off the ground and both his front and rear driver side tyres had blew. He has to call the AA out to take him home because the tyres just popped and he was unable to drive any further. The customer wanted to report the manhole as it is dangerous but he also asked for compensation if we can pay for his two tyres that he will need as each tyre costs ?130. Customer wanted a call back to know what is going to happen and if he will get compensation to pay for his new tyres...
Actions Taken: Advised customer I will send this over to reactive maintenance who deal with manhole queries. And also will put forward his compensation request to pay for his 2 new tyres he will need.
Location: off the M54 at the first set of lights go left on to Broadlands **Contact:**

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 36707 **Logged by:** System Supervisor **on:** 08/01/2017 08:49 **Officer:** Responsive Maintenance Team 5
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-064815
Desc.: CAS-064815 Email received on 7.1.17:
 At junction between A449 with Oxley Moor Road. There are pot holes particularly turning left but also the road surface appears to have broken down as you approach the traffic lights to go ahead.
 Actions Taken: Emailed RMSS and replied as follows:
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

Location: Oxley Moor Road,Wolverhampton,WEST MIDLANDS

Contact:

Plot Number: 999.00

Feature Id - Location: 44847220 - STAFFORD ROAD

Feature Type: Whole Site Feature

Job Number: 362397

Defect Number: 629592

Enquiry No.: 36421 **Logged by:** System Supervisor **on:** 03/01/2017 02:30 **Officer:** Paul Murray
Service: Highways **Subject:** H Gully Blocked **Classification:** Enquiry **Enquiry Ref:** CAS-063528
Desc.: CAS-063528 Customer called to report a blocked gully on Stafford Road. Left hand side as you head out of Wolverhampton - states as you go over the Three Tuns island heading towards the I54 it is about the third gully after the island
 Customer states that over the weekend the water pooled completely across the carriageway causing vehicles to swerve and aquaplane
 Actions Taken: Emailed to rmss
 Please clear gully thanks

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 36202

Logged by: System Supervisor

on: 20/12/2016 02:31

Officer: Keith Rogers

Service: Highways

Subject: H Manhole/Gully Top Damaged

Classification: Enquiry

Enquiry Ref: CAS-061575

Desc.: CAS-061575 customer called to report a manhole cover on Stafford road is very badly damaged and is dangerous, the manhole is adjacent to Wheaton Close on Stafford Road.

Actions Taken: Advised customer I will get this sent over as an email to the RMSS service

Location: adjacent to Wheaton Close

Contact:

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 35593 **Logged by:** System Supervisor **on:** 01/12/2016 01:08 **Officer:** Kevin Burgess
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-057394
Desc.: CAS-057394 email received 29/11/2016

Good morning,

My car tyre has been badly damaged (now scrap) whilst driving along the A449 (Stafford Road) dual carriage way between the McDonalds and Halfords Islands heading into town. There is what appears to be a very low set drain cover in the second land which I have driven over resulting in quite a bang to the suspension and a significant bulge in my driver side front tyre. I have tried to look on the website to find the most appropriate place to direct this but to no avail.

Please advise.

Best regards

[REDACTED]

Actions Taken: sent to RMSS.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 33984 **Logged by:** System Supervisor **on:** 22/11/2016 02:39 **Officer:** Dave Onions
Service: Highways **Subject:** H Gully Blocked **Classification:** Enquiry **Enquiry Ref:** CAS-055152
Desc.: CAS-055152 Email received on 22.11.16:
Can you log a report of the drains being blocked and the road flooded due to the rain on Stafford Road near to the Milldale shops.

Many thanks

Abdul Rahim
Neighbourhood Safety Co-ordinator
Tel. Office: 01902 556617
Tel. Mobile: 07766 473053

Actions Taken: Emailed RMSS and replied as follows:
Dear Abdul

Thanks for reporting the blocked gully. We have referred this to RMSS on case number CAS-055152.

Kind regards

Customer Services

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 33771 **Logged by:** System Supervisor **on:** 16/11/2016 10:01 **Officer:** Paul Murray
Service: Highways **Subject:** H Slab Footway Uneven **Classification:** Enquiry **Enquiry Ref:** CAS-053601
Desc.: CAS-053601 outside hogs head pub on Stafford road uneven slabs/pavement around manhole has caused her to fall these need seeing to.
she will send in pictures of area

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 33732 **Logged by:** System Supervisor **on:** 15/11/2016 10:27 **Officer:** Kevin Burgess
Service: Highways **Subject:** H Public Utility Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-053194
Desc.: CAS-053194 Report IT APP received at CS 14/11/16-

Manhole not replaced after maintenance work done a few weeks ago. Location Five Ways Roundabout. Stafford road WV6

Actions Taken: passed to dept.
sent attached photo via outlook

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 31281 **Logged by:** System Supervisor **on:** 11/10/2016 03:09 **Officer:** Paul Murray
Service: Highways **Subject:** H Street Nameplate Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-045441
Desc.: CAS-045441 PC officer called today with badge number: 21246.

He confirms there is a name plate on the five ways junction island that is damaged and is only still holding up by leaning onto a sign next to the street name plate.
He confirms its on Stafford Road, near junction, Waterloo Road, of the junction on A449 Stafford Road.
Actions Taken: Advised passed over.

Location: STAFFORD ROAD

Contact:

Enquiry No.: 31069 **Logged by:** System Supervisor **on:** 04/10/2016 12:52 **Officer:** Responsive Maintenance Team 3
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-043955
Desc.: CAS-043955 Email received on 1.10.16:

On the A449 at the junction where it is joined by South Street. Several holes which cannot be avoided. The holes are in the middle to the outside of the road.
Actions Taken: Emailed RMSS and replied as follows:

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Plot Number: 999.00 **Feature Id - Location:** 44847220 - STAFFORD ROAD **Feature Type:** Whole Site Feature
Job Number: 354893 **Defect Number:** 621619

Enquiry No.: 30836 **Logged by:** System Supervisor **on:** 26/09/2016 09:44 **Officer:** Paul Murray
Service: Highways **Subject:** H Manhole/Gully Top Loose **Classification:** Enquiry **Enquiry Ref:** CAS-042148

Desc.: CAS-042148 caller reporting a manhole cover is loose and making noise when car goes over it,
location is on Stafford road and Wheaton close junction
Actions Taken: advised I will report

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 29935 **Logged by:** System Supervisor **on:** 02/09/2016 10:56 **Officer:** Paul Murray
Service: Highways **Subject:** H Street Furniture Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-036687
Desc.: CAS-036687 customer calling to advise that the "reduce speed now" sign between the row of shops and the petrol station on Stafford road (by vine island) inbound has been turned round and is now facing the wrong way.
 Actions Taken: Sent to RMSS.
Location: Stafford Road,Wolverhampton,WEST MIDLANDS **Contact:**

Enquiry No.: 29809 **Logged by:** System Supervisor **on:** 30/08/2016 01:47 **Officer:** Paul Murray
Service: Highways **Subject:** H Guard Rail Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-035831
Desc.: CAS-035831 Report IT APP received at CS 25/8/16-

Summer Challenge - road barriers need replacing - Roundabout Stafford Road (by Science Park)outbound.

Actions Taken: passed to dept.
 sent attached photo via outlook

Location: Stafford Road,Wolverhampton,WEST MIDLANDS **Contact:**

Enquiry No.: 29808 **Logged by:** System Supervisor **on:** 30/08/2016 01:43 **Officer:** Paul Murray
Service: Highways **Subject:** H Guard Rail Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-035828
Desc.: CAS-035828 Report IT APP received at CS 25/8/16-

Summer Challenge Stafford Road inbound, damaged rail outside house 224

Actions Taken: passed to dept.
 sent attached photo via outlook

Location: Stafford Road,Wolverhampton,WEST MIDLANDS **Contact:**

Enquiry No.: 29807 **Logged by:** System Supervisor **on:** 30/08/2016 01:34 **Officer:** Paul Murray
Service: Highways **Subject:** H Street Furniture Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-035821
Desc.: CAS-035821 Report IT APP received at CS 25/8/16-

Summer Challenge - empty pole. Stafford Road WV10 inbound before junction with Barrington Close

Actions Taken: passed to dept.
 sent attached photo via outlook

Location: Stafford Road,Wolverhampton,WEST MIDLANDS **Contact:**

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 29804 **Logged by:** System Supervisor **on:** 30/08/2016 01:25 **Officer:** Paul Murray
Service: Highways **Subject:** H Street Furniture Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-035814
Desc.: CAS-035814 Report IT APP received at CS 25/8/16-

Summer Challenge Stafford Road inbound, reduce speed sign needs realigning to face traffic 100 metres before Vine island

Actions Taken: passed to dept.
sent attached photo via outlook

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 29698 **Logged by:** System Supervisor **on:** 26/08/2016 08:23 **Officer:** Kevin Burgess
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-035209
Desc.: CAS-035209 customer reporting a number of potholes which comes across whilst making her journey from home to work.
customer not able to be more specific than info has provided.
customer says that the potholes are shredding & damaging her tyres & need to be addressed
customer says it is not possible to avoid these potholes.

Stafford Road travelling from between Five Way Island coming off Waterloo Road & all the way to UTC Aerospace there are @ least 6/7 potholes

Customer requested update when the potholes will be addressed.

Actions Taken: checked GIS & confirmed location is adopted highway

questioned customer as to location of these potholes due to length of road referred to.
customer was not able to be more precise & as was at work did not have the time to go through each pothole location & repeated that they are bad enough to be damaging perfectly good tyres

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 28661 **Logged by:** System Supervisor **on:** 28/07/2016 12:59 **Officer:** Kevin Burgess
Service: Highways **Subject:** H Manhole/Gully Top Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-028614
Desc.: CAS-028614 Caller said manhole cover sticking out
This is near 537 Stafford Road
Please repair
Actions Taken: Sent to RMSS

Location: STAFFORD ROAD,WOLVERHAMPTON,WEST MIDLANDS

Contact:

Enquiry No.: 28563 **Logged by:** System Supervisor **on:** 25/07/2016 03:03 **Officer:** Responsive Maintenance Team 1
Service: Highways **Subject:** H Block/Concrete Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-027848
Desc.: CAS-027848 customer reporting a hole appeared in footpath first noticed it a couple of days ago
customer indicates that the hole is deep & a foot could go down
customer indicates the hole is outside house numbers 593/595 Stafford Road on footpath
Actions Taken: transferred to officer Trevor for clarification
email service confirmation

Location: STAFFORD ROAD,WOLVERHAMPTON,WEST MIDLANDS

Contact:

Plot Number: 999.00
Job Number: 98852

Feature Id - Location: 44847220 - STAFFORD ROAD
Defect Number: 614772

Feature Type: Whole Site Feature

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 999.00 to 999.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 27381 **Logged by:** System Supervisor **on:** 18/06/2016 06:20 **Officer:** Paul Murray
Service: Highways **Subject:** H Street Furniture Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-020049
Desc.: CAS-020049 Report IT APP received at CS 18/6/16-

Plastic barriers used by construction team burnt and left in subway out Gatehouse Pub.vandalism, arson, construction work
Stafford Road

Actions Taken: passed to dept

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 27245 **Logged by:** System Supervisor **on:** 15/06/2016 12:39 **Officer:** Paul Murray
Service: Highways **Subject:** H Gully Blocked **Classification:** Enquiry **Enquiry Ref:** CAS-019299
Desc.: CAS-019299 Customer called to advise that the gully by the pedestrian crossing near the Vine Island on the Stafford Road is always blocked.
Actions Taken: Email sent.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 27216 **Logged by:** System Supervisor **on:** 15/06/2016 08:46 **Officer:** Trevor Fletcher
Service: Highways **Subject:** H Manhole/Gully Top Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-019153
Desc.: CAS-019153 Collar number 21908 called to report a damaged manhole cover on Stafford Road on the roundabout that leads to Marsh Lane.
Actions Taken: E-mail to RMSS.

Location: roundabout that leads to Marsh Lane

Contact:

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 10007.00 to 10007.00
Display Action Officer: Yes

Site: STAFFORD ROAD (44847220)

Locality: WOLVERHAMPTON, WOLVERHAMPTON

Area: No Code Allocated

Customer Services

Enquiry No.: 41868 **Logged by:** System Supervisor **on:** 20/05/2017 03:27 **Officer:** Dave Onions
Service: Highways **Subject:** H Footway Flooding **Classification:** Enquiry **Enquiry Ref:** CAS-144174
Desc.: CAS-144174 Report IT APP received at CS 19/5/17-

Subway outside Gatehouse pub floods when it rains. Ankle deep at present. The App is not selecting the correct location. A449 underpass at Akron Gate by Gatehouse Pub. Stafford road

Actions Taken: passed to dept
sent attached photo via outlook

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 41805 **Logged by:** System Supervisor **on:** 18/05/2017 12:45 **Officer:** Paul Murray
Service: Highways **Subject:** H Street Furniture Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-142545
Desc.: CAS-142545 *PLEASE NOTE NO APP DROP DOWN**

Customer called to report that the railings that run from property 235 to 249 Stafford road have been deteriorated for a long time and need repainting. The railings are on the wall which are on the highway.

Actions Taken: Checked GIS confirmed railings are on the wall which have stairs going to the proeptries 235 - 279 Stafford road - adopted highway. Advised will send across.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 41543 **Logged by:** System Supervisor **on:** 10/05/2017 12:48 **Officer:** Paul Murray
Service: Highways **Subject:** H Grit Bin Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-136325
Desc.: CAS-136325 Customer called as he was supposed to recieve a call back yesterday regarding a request for a grit bin, however, was not called back. He stated during the winter months it is very

dangerous and slippery to drive in and out of the car park near his house and there used otto be a grit bon during winter years ago but since has not been one. He would like to know if he could request a grit bin during for the winter years.

Actions Taken: I advised as the car park is private would not be able to implement one there, also as it is too early would not be able to put a grit bin out now. Advised i will send the request across to be looked into. Confirmed on GIS location stafford road, outside property 247 onwards.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 41442 **Logged by:** System Supervisor **on:** 09/05/2017 08:25 **Officer:** Dave Onions
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-135044
Desc.: CAS-135044 Report IT APP received at CS 8/5/17-

Pot hole in roadway on Stafford Road Wolverhampton, outbound from city centre, as you drive off the five ways island, outside Wickes Ltd. WV10

Actions Taken: passed to dept

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 10007.00 to 10007.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 40463 **Logged by:** System Supervisor **on:** 30/03/2017 08:36 **Officer:** Dave Onions
Service: Highways **Subject:** H Manhole/Gully Top Displaced **Classification:** Enquiry **Enquiry Ref:** CAS-107165
Desc.: CAS-107165 Email Received: 25/03/2017:

Stafford road has very high raised manhole etc covers with insufficient signage.VERY dangerous for motorcycles and bikes

We asked customer for further location details and they have replied with the following - not sure if this will be sufficient for you to investigate:

I'm afraid i cant be more precise than between oxley moor rd and the town centre without going to look. And to be honest I'm surprised no-one knows where the roadworks are. Doesnt the council commission or co-ordinate them?

I've been along there again on Friday. Hard to overemphasise how dangerous it is for cyclists and motorcyclists (and car wheels get a very nasty jolt too- potential damages claims I'd say since some can't safely be avoided)

Needs explicit signage and speed restriction on my opinion

Actions Taken: Emailed Reply: 30/03/2017:

[Redacted text block containing multiple lines of blacked-out information]

Email: customer.services@wolverhampton.gov.uk

Location: Stafford Road,Wolverhampton,WEST MIDLANDS **Contact:**

Enquiry No.: 39904 **Logged by:** System Supervisor **on:** 17/03/2017 09:49 **Officer:** Dave Onions
Service: Highways **Subject:** H Slab Footway Uneven **Classification:** Enquiry **Enquiry Ref:** CAS-098539
Desc.: CAS-098539 Customer called to report that the slabs between The Moreton Arms Pub going into city before the row of shops there are uneven slabs on the footpath which resulted in customer tripping and falling yesterday. She cannot be more precise in the location other than that it was going into city on the side of Moreton Arms heading towards the shops.
Actions Taken: Checked GIS - council maintained footpath.
Advised customer will send to department for investigation.
Email sent to RMSS.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS **Contact:**

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 10007.00 to 10007.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 39170 **Logged by:** System Supervisor **on:** 01/03/2017 11:35 **Officer:** Paul Murray
Service: Highways **Subject:** H Footway Flooding **Classification:** Enquiry **Enquiry Ref:** CAS-088061
Desc.: CAS-088061 Report IT APP received at CS 1/3/17-

A449 underpass floods when it rains, drain on southbound side blocked.
Stafford Road WV10 near the gatehouse.
Actions Taken: passed to dept

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 39053 **Logged by:** Tony Brown **on:** 27/02/2017 15:42 **Officer:** Lynn Pedley
Service: Highways **Subject:** H Third Party Claim **Classification:** Third Party Claim **Enquiry Ref:** TP160213
Desc.:

Location: STAFFORD ROAD – SB CWAY BETWEEN GORSEBROOK RDBT & FIVE-WAYS RDBT – DAMAGE TO VEHICLE (TYRE) **Contact:**

Enquiry No.: 39027 **Logged by:** Tony Brown **on:** 27/02/2017 13:08 **Officer:** Lynn Pedley
Service: Highways **Subject:** H Third Party Claim **Classification:** Third Party Claim **Enquiry Ref:** TP160210
Desc.:

Location: STAFFORD ROAD (A449) INBOUND CWAY APPROACH TO GOODYEAR RDBT **Contact:**

Enquiry No.: 38985 **Logged by:** System Supervisor **on:** 27/02/2017 10:23 **Officer:** Paul Murray
Service: Highways **Subject:** H Carriageway Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-085946
Desc.: CAS-085946 Caller elderly and very angry that she has been soaked waiting at pedestrian crossing on the Stafford Road, just past Oxley Moor Junction heading out of Wolverhampton. She advises she spoke to officers there, 2 weeks ago and nothing has been done (think officers may have been from utc re traffic light sensors at the pedestrian crossing). The rain water collects by the pedestrian crossing and there is nowhere to move to avoid it when cars go through. She knows there is a light sensor on the pedestrian crossing so if you move it goes off and you can not cross the road. She advises if officers go out today they will see the large puddle of water on the Stafford Road there.
Actions Taken: checked location on gis.
emailed rms.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 38862 **Logged by:** System Supervisor **on:** 23/02/2017 03:17 **Officer:** Paul Murray
Service: Highways **Subject:** H Grit Bin Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-083789
Desc.: CAS-083789 Customer called to request the grit bin outside her house to be moved or removed.

Nature of enquiry: Customer states "The grit bin lid keeps on blowing back and forth and damaging her wall, new hedge and also people keep on putting rubbish in there because there is a chip shop bnear there."

Location of the existing Grit Bin: On the footpath outside 760 Stafford Road, WV10 6NR

Actions Taken: Sent to RMSS.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 10007.00 to 10007.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 38489	Logged by: System Supervisor	on: 16/02/2017 08:37	Officer: Kevin Burgess
Service: Highways	Subject: H Carriageway Damaged	Classification: Enquiry	Enquiry Ref: CAS-079020
Desc.: CAS-079020 Report IT APP received at CS 15/2/17-			
Uneven road surface on roundabout on Stafford Road near Bushbury Lane WV10 Actions Taken: passed to dept.			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 38416	Logged by: System Supervisor	on: 14/02/2017 02:02	Officer: Trevor Fletcher
Service: Highways	Subject: H Carriageway Pothole	Classification: Enquiry	Enquiry Ref: CAS-078094
Desc.: CAS-078094 Email received on 12.2.17: Travelling down the Stafford Road towards the city centre. The island by what used to be Strykers, that has the Island House and KFC on it. The lane closest to the island has a huge pothole which has the ability to cause damage to vehicles Actions Taken: Emailed RMSS and replied as follows: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 36965	Logged by: System Supervisor	on: 13/01/2017 01:13	Officer: Kevin Burgess
Service: Highways	Subject: H Manhole/Gully Top Damaged	Classification: Enquiry	Enquiry Ref: CAS-066464
Desc.: CAS-066464 Customer called to say he was driving down the A449 Stafford Road last night, he came off the M54 and went on to Stafford road, at the first set of lights he took a left on to Broadlands as if he was going towards the Premier Inn... when he was driving down that road he must have went over a damaged manhole cover without realising and his car lifted off the ground and both his front and rear driver side tyres had blew. He has to call the AA out to take him home because the tyres just popped and he was unable to drive any further. The customer wanted to report the manhole as it is dangerous but he also asked for compensation if we can pay for his two tyres that he will need as each tyre costs ?130. Customer wanted a call back to know what is going to happen and if he will get compensation to pay for his new tyres... Actions Taken: Advised customer I will send this over to reactive maintenance who deal with manhole queries. And also will put forward his compensation request to pay for his 2 new tyres he will need.			
Location: off the M54 at the first set of lights go left on to Broadlands		Contact:	
Enquiry No.: 36421	Logged by: System Supervisor	on: 03/01/2017 02:30	Officer: Paul Murray
Service: Highways	Subject: H Gully Blocked	Classification: Enquiry	Enquiry Ref: CAS-063528
Desc.: CAS-063528 Customer called to report a blocked gully on Stafford Road. Left hand side as you head out of Wolverhampton - states as you go over the Three Tuns island heading towards the I54 it is about the third gully after the island Customer states that over the weekend the water pooled completely across the carriageway causing vehicles to swerve and aquaplane Actions Taken: Emailed to rmss Please clear gully thanks			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 10007.00 to 10007.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 36202 **Logged by:** System Supervisor **on:** 20/12/2016 02:31 **Officer:** Keith Rogers
Service: Highways **Subject:** H Manhole/Gully Top Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-061575
Desc.: CAS-061575 customer called to report a manhole cover on Stafford road is very badly damaged and is dangerous, the manhole is adjacent to Wheaton Close on Stafford Road.
 Actions Taken: Advised customer I will get this sent over as an email to the RMSS service
Location: adjacent to Wheaton Close **Contact:**

Enquiry No.: 35593 **Logged by:** System Supervisor **on:** 01/12/2016 01:08 **Officer:** Kevin Burgess
Service: Highways **Subject:** H Carriageway Pothole **Classification:** Enquiry **Enquiry Ref:** CAS-057394
Desc.: CAS-057394 email received 29/11/2016

Good morning,

My car tyre has been badly damaged (now scrap) whilst driving along the A449 (Stafford Road) dual carriage way between the McDonalds and Halfords Islands heading into town. There is what appears to be a very low set drain cover in the second land which I have driven over resulting in quite a bang to the suspension and a significant bulge in my driver side front tyre. I have tried to look on the website to find the most appropriate place to direct this but to no avail.

██████████

██████████

████████████████████

Actions Taken: sent to RMSS.

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 33984 **Logged by:** System Supervisor **on:** 22/11/2016 02:39 **Officer:** Dave Onions
Service: Highways **Subject:** H Gully Blocked **Classification:** Enquiry **Enquiry Ref:** CAS-055152
Desc.: CAS-055152 Email received on 22.11.16:
 Can you log a report of the drains being blocked and the road flooded due to the rain on Stafford Road near to the Milldale shops.

Many thanks

Abdul Rahim
 Neighbourhood Safety Co-ordinator
 Tel. Office: 01902 556617
 Tel. Mobile: 07766 473053

Actions Taken: Emailed RMSS and replied as follows:
 Dear Abdul

Thanks for reporting the blocked gully. We have referred this to RMSS on case number CAS-055152.

Kind regards

Customer Services

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 10007.00 to 10007.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 33771	Logged by: System Supervisor	on: 16/11/2016 10:01	Officer: Paul Murray
Service: Highways	Subject: H Slab Footway Uneven	Classification: Enquiry	Enquiry Ref: CAS-053601
Desc.: CAS-053601 outside hogs head pub on Stafford road uneven slabs/pavement around manhole has caused her to fall these need seeing to. she will send in pictures of area			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 33732	Logged by: System Supervisor	on: 15/11/2016 10:27	Officer: Kevin Burgess
Service: Highways	Subject: H Public Utility Damaged	Classification: Enquiry	Enquiry Ref: CAS-053194
Desc.: CAS-053194 Report IT APP received at CS 14/11/16-			
Manhole not replaced after maintenance work done a few weeks ago. Location Five Ways Roundabout. Stafford road WV6			
[REDACTED]			
Actions Taken: passed to dept. sent attached photo via outlook			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 31281	Logged by: System Supervisor	on: 11/10/2016 03:09	Officer: Paul Murray
Service: Highways	Subject: H Street Nameplate Damaged	Classification: Enquiry	Enquiry Ref: CAS-045441
Desc.: CAS-045441 PC officer called today with badge number: [REDACTED] He confirms there is a name plate on the five ways junction island that is damaged and is only still holding up by leaning onto a sign next to the street name plate. He confirms its on Stafford Road, near junction, Waterloo Road, of the junction on A449 Stafford Road. Actions Taken: Advised passed over.			
Location: STAFFORD ROAD		Contact:	
Enquiry No.: 30836	Logged by: System Supervisor	on: 26/09/2016 09:44	Officer: Paul Murray
Service: Highways	Subject: H Manhole/Gully Top Loose	Classification: Enquiry	Enquiry Ref: CAS-042148
Desc.: CAS-042148 caller reporting a manhole cover is loose and making noise when car goes over it, location is on Stafford road and Wheaton close junction Actions Taken: advised I will report			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 29935	Logged by: System Supervisor	on: 02/09/2016 10:56	Officer: Paul Murray
Service: Highways	Subject: H Street Furniture Damaged	Classification: Enquiry	Enquiry Ref: CAS-036687
Desc.: CAS-036687 customer calling to advise that the "reduce speed now" sign between the row of shops and the petrol station on Stafford road (by vine island) inbound has been turned round and is now facing the wrong way. Actions Taken: Sent to RMSS.			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	
Enquiry No.: 29809	Logged by: System Supervisor	on: 30/08/2016 01:47	Officer: Paul Murray
Service: Highways	Subject: H Guard Rail Damaged	Classification: Enquiry	Enquiry Ref: CAS-035831
Desc.: CAS-035831 Report IT APP received at CS 25/8/16-			
Summer Challenge - road barriers need replacing - Roundabout Stafford Road (by Science Park)outbound.			
[REDACTED]			
Actions Taken: passed to dept. sent attached photo via outlook			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS		Contact:	

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 10007.00 to 10007.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 29808 **Logged by:** System Supervisor **on:** 30/08/2016 01:43 **Officer:** Paul Murray
Service: Highways **Subject:** H Guard Rail Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-035828
Desc.: CAS-035828 Report IT APP received at CS 25/8/16-

Summer Challenge Stafford Road inbound, damaged rail outside house 224

Actions Taken: passed to dept.
sent attached photo via outlook

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 29807 **Logged by:** System Supervisor **on:** 30/08/2016 01:34 **Officer:** Paul Murray
Service: Highways **Subject:** H Street Furniture Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-035821
Desc.: CAS-035821 Report IT APP received at CS 25/8/16-

Summer Challenge - empty pole. Stafford Road WV10 inbound before junction with Barrington Close

Actions Taken: passed to dept.
sent attached photo via outlook

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Enquiry No.: 29804 **Logged by:** System Supervisor **on:** 30/08/2016 01:25 **Officer:** Paul Murray
Service: Highways **Subject:** H Street Furniture Damaged **Classification:** Enquiry **Enquiry Ref:** CAS-035814
Desc.: CAS-035814 Report IT APP received at CS 25/8/16-

Summer Challenge Stafford Road inbound, reduce speed sign needs realigning to face traffic 100 metres before Vine island

Actions Taken: passed to dept.
sent attached photo via outlook

Location: Stafford Road,Wolverhampton,WEST MIDLANDS

Contact:

Effective: 01/05/2016 to 31/05/2017
Service: Highways
Site: STAFFORD ROAD (44847220)

Asset Number: 10007.00 to 10007.00
Display Action Officer: Yes

Customer Services

Enquiry No.: 29698	Logged by: System Supervisor	on: 26/08/2016 08:23	Officer: Kevin Burgess
Service: Highways	Subject: H Carriageway Pothole	Classification: Enquiry	Enquiry Ref: CAS-035209
Desc.: CAS-035209 customer reporting a number of potholes which comes across whilst making her journey from home to work. customer not able to be more specific than info has provided. customer says that the potholes are shredding & damaging her tyres & need to be addressed customer says it is not possible to avoid these potholes.			
Stafford Road travelling from between Five Way Island coming off Waterloo Road & all the way to UTC Aerospace there are @ least 6/7 potholes			
Customer requested update when the potholes will be addressed.			
Actions Taken: checked GIS & confirmed location is adopted highway			
questioned customer as to location of these potholes due to length of road referred to. customer was not able to be more precise & as was at work did not have the time to go through each pothole location & repeated that they are bad enough to be damaging perfectly good tyres			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS	Contact:		
Enquiry No.: 28661	Logged by: System Supervisor	on: 28/07/2016 12:59	Officer: Kevin Burgess
Service: Highways	Subject: H Manhole/Gully Top Damaged	Classification: Enquiry	Enquiry Ref: CAS-028614
Desc.: CAS-028614 Caller said manhole cover sticking out This is near 537 Stafford Road Please repair Actions Taken: Sent to RMSS			
Location: STAFFORD ROAD,WOLVERHAMPTON,WEST MIDLANDS	Contact:		
Enquiry No.: 27381	Logged by: System Supervisor	on: 18/06/2016 06:20	Officer: Paul Murray
Service: Highways	Subject: H Street Furniture Damaged	Classification: Enquiry	Enquiry Ref: CAS-020049
Desc.: CAS-020049 Report IT APP received at CS 18/6/16-			
Plastic barriers used by construction team burnt and left in subway out Gatehouse Pub.vandalism, arson, construction work Stafford Road			
Actions Taken: passed to dept			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS	Contact:		
Enquiry No.: 27245	Logged by: System Supervisor	on: 15/06/2016 12:39	Officer: Paul Murray
Service: Highways	Subject: H Gully Blocked	Classification: Enquiry	Enquiry Ref: CAS-019299
Desc.: CAS-019299 Customer called to advise that the gully by the pedestrian crossing near the Vine Island on the Stafford Road is always blocked. Actions Taken: Email sent.			
Location: Stafford Road,Wolverhampton,WEST MIDLANDS	Contact:		
Enquiry No.: 27216	Logged by: System Supervisor	on: 15/06/2016 08:46	Officer: Trevor Fletcher
Service: Highways	Subject: H Manhole/Gully Top Damaged	Classification: Enquiry	Enquiry Ref: CAS-019153
Desc.: CAS-019153 Collar number ██████ called to report a damaged manhole cover on Stafford Road on the roundabout that leads to Marsh Lane. Actions Taken: E-mail to RMSS.			
Location: roundabout that leads to Marsh Lane	Contact:		

Effective: 01/05/2016 to 31/05/2017

Service: Highways

Site: STAFFORD ROAD (44847220)

Asset Number: 10007.00 to 10007.00

Display Action Officer: Yes
