

Response to Request for Information

Reference EIR 000175
Date 2 October 2017

Road Complaints

Request:

1. How many complaints or enquiries about the state or quality of the highway over the last five calendar years. Can I have this broken down year on year. [No corporate complaints have been received over the last five calendar years but we have received the following.](#)

Service Requests Received

2013 = 2,469
2014 = 2,799
2015 = 2,464
2016 = 2,637
2017 (up to October 2017) = 1,975

Enquiries Received

2013 = 3,731
2014 = 4,324
2015 = 3,108
2016 = 2,763
2017 (up to October 2017) = 1,924

2. Can I request data for the 10 most complained individual roads/highways for maintenance reasons in Wolverhampton e.g potholes, road surface etc including the number of complaints it received. You might log these as enquiries on your system. Can I have this data for the years 2014/15, 2015/16 and 2016/17 broken down year by year.

[In response to question 2 concerning the years 2014/15 and 2015/16, it has been established that the Council does not hold all of this information as between the years 2013 and 2015 some of this information was not reported on. Thus we are unable to provide information relating to these years and are informing you as required by Regulation 12 \(4\)\(a\) of the Environmental Information Regulations 2004.](#)

[Please see on page 2 the information we can supply you with.](#)

Enquiries 2014/15

1. Dudley Street
2. Queen Square
3. Lichfield Street
4. High Street
5. Stafford Road
6. Penn Road
7. Birmingham New Road
8. Mount Road
9. Market Street
10. Bilston Street

Enquiries 2015/2016

1. Stafford Road
2. Dudley Street
3. Bridgnorth Road
4. Penn Road
5. Waddensbrook Lane
6. Bushbury Lane
7. Lichfield Street
8. Birches Barn Road
9. Bilston Road
10. The Holloway

Complaints 2016/2017

1. Cannock Road
2. Birmingham New Road
3. Penn Road
4. Stafford Road
5. Willenhall Road
6. Ash Street
7. Bilston Road
8. Ring Road
9. Coalway Road
10. Deans Road

Enquiries 2016/2017

1. Cannock Road
2. Penn Road
3. Stafford Road
4. Ash Street
5. Birmingham New Road
6. Bilston Road
7. Willenhall Road
8. Clifford Street
9. Coalway Road
10. Victoria Road
10. Tettenhall Road
10. Bridgnorth Road

3. I also request data for the 5 roads in Wolverhampton which has had the most money spent on it by the council for repairs.

I request this data for the year 2014/15, 2015/16 and 2016/17. Can I have that data broken down year on year.

2014/2015

1. Ring Road
2. High Street
3. Bridgnorth Road
4. Penn Road
5. Mount Road

2015/2016

1. Dudley Street
2. Cannock Road
3. Ring Road
4. Lichfield Street
5. Stafford Road
5. High Street

2016/2017

1. Ring Road
2. Dudley Street
3. High Street
4. Lichfield Street
5. Bilston Road
6. Cannock Road