

## Reporting Road Damage (Potholes etc)

KCC inspect every road in Kent on a regular basis (ranging from monthly for high speed and major roads through to annually for minor and some rural roads), but they also rely on the public and Parishes reporting any defects that are found between these inspections. They have improved their online fault reporting tool which can be found at [www.kent.gov.uk/highwayfaults](http://www.kent.gov.uk/highwayfaults) and which will work from any kind of device. By using this tool, the faults go directly into their highways fault management system, so they can be immediately actioned by their staff.

KCC will inspect the faults and either make a temporary repair if necessary or arrange for a permanent repair to be completed as quickly as possible. Every fault is assessed against certain safety criteria and will be repaired either in 2 hours if it's an emergency fault, within 7 days for urgent faults, or within 28 days for non-urgent faults. If the road is going to need resurfacing, KCC will call customers to let them know how quickly it will be done, but this can take a little longer for them to plan and action.

Once faults have been logged, customers can track their enquiries using the unique reference number they are provided with and KCC are now providing much more detail from their contractors on the status of the repairs. Please note that KCC quality check repairs and if they have not been satisfactorily completed by their contractors, then the contractor will be called back to do it again (KCC only pay contractors for the repair once, and then only when they are happy that it meets their standards and all are guaranteed for 1 year). The online tool can be used by customers to let KCC know if any recent repairs by KCC contractors or indeed 3rd parties such as the utilities, are not up to standard.

Online reporting remains the quickest way to let KCC know about issues and it saves having to try to describe the information over the phone which can be much more time consuming and it also frees up their Contact Centre staff to deal with more complex and emergency enquiries, so the general public are encouraged to go online if possible. If they don't have internet access, they can always get help in any of the Kent Libraries or Gateways. 50% of all highway enquiries are already reported directly by the public using the online tool but KCC want to achieve even more, as every saved phone call means more time saved in getting the repairs investigated and repaired.