



I am submitting a request under the Freedom of Information Act 2000 for details relating to private contractors hired by your council to undertake pothole repair work. Please provide the following information for each of the financial years 2021/22, 2022/23, 2023/24, 2024/25 and 2025/26 (to date)

1. Private Contractors Used:

- a. Which private contractors or service providers has the council engaged to carry out pothole repair work during each of the above financial years? Please list all contractors used in each financial year.
- b. How much has the council paid to each of these contractors for pothole repair services in each of the same financial years?
- c. For each contractor listed:
 - i. Does (or did) the private contractor subcontract any part of the pothole repair work to third parties? If so, please provide the names of any subcontractors involved and if held, the total amount they were paid for the work in each financial year.

Bethell Group PLC have been used for highway reactive maintenance work during the financial years of 2021/22, 2022/23, 2023/24 and 2025/26

We do not hold this information as Bethell Group PLC have carried out a wide range of different highway works during the dates specified and we cannot itemise the detail just for pothole repairs.

The repair work was not issued to third parties or sub-contractors.

2. Key Performance Indicators (KPIs):

Please note: This section refers only to the main contractors hired by the council, not their subcontractors.

- a. What Key Performance Indicators (KPIs) are included in the contracts or agreements with these private service providers regarding pothole repair performance (e.g. response times, repair durability, inspection pass rates)?
- b. For each financial year, please indicate whether each contractor met, partially met or failed to meet these KPIs.

KPI's include
Repair durability: e.g return visits to completed repairs
Number of defects repaired daily
Number of defect notices issues against their completed works.
Number of complaints received

Contractor has met the KPIs during all the date ranges specified.

3. Auditing and Quality Control:

Please note: This section refers only to the main contractors hired by the council, not their subcontractors.

- a. Does the council audit or inspect pothole repair work completed by their private contractors? If so, please provide details of the process (e.g. frequency of checks, who conducts them, what criteria are used).

The Council does inspect work completed by private contractors. All work is completed via a hand-held device so before and after photos are to be provided. This will mean every completed repair will have a visual check via a desktop exercise weekly. On top of this every completed repair will be inspected and audited at the next scheduled highways safety inspection meaning every repair will be re-inspected at least within a 12 month period.

- b. Please also provide the outcomes of these audits for each of the above financial years and whether there were any financial penalties, contract deductions, ended contracts, warnings or performance improvement plans issued as a result of a failed inspection.

Audits have been successful and there has been no need for financial penalties, contract deductions, warnings or performance improvement plans issued during the date ranges specified.