

REQUEST	16802	RESPONSE
	<ol style="list-style-type: none"> 1. Between 1st January 2023 and 31st December 2023, how many enquiries received were related to potholes? 2. Between 1st January 2023 and 31st December 2023, of the enquiries received relating to potholes, how many required a written response back to the customer? 3. Between 1st January 2023 and 31st December 2023, of the enquiries received relating to potholes, how many required inspections by your highways managing agent contractor, or your direct workforce if you do not sub-contract out highways maintenance? 4. Between 1st January 2023 and 31st December 2023, of the enquiries received relating to potholes, how many were considered not to be potholes? i.e the defect reported did not meet the council's pothole specification relating to depth and width. 5. Between 1st January 2023 and 31st December 2023, how many customer enquiries did you receive in total? 6. What communications channels can your customers use to contact you about potholes? 7. Do you have a dedicated customer service team and if so, how many employees does this include? 8. When receiving notification of a pothole and/or safety critical defect, how quick do you inspect and repair this? 	<p>2657</p> <p>Information not held separately to other enquiries to report on</p> <p>1869</p> <p>765</p> <p>7844</p> <p>Wigan Council – My Account (Online Reporting) & Contact Centre (Telephone)</p> <p>Wigan Council Contact Centre Staff for the Council and our Business Support Services (All staff mentioned are not dedicated to just Customer Contact)</p> <p>The inspection is carried out within 10 days as per the Council's Corporate Policy. If a repair is required, a repair works order will be issued in line with our service standards using our risk-based approach. Details of this are available online via the link below: Highways-maintenance-safety-inspection.pdf (wigan.gov.uk)</p>