



Request

Can you please confirm under the freedom of information act:

1. How many times has this area (outside Grand Arcade) been reported? I would like to see all information held on this.
2. If you don't have the full information recorded, why? I would also like to see all information held on this.

Response

1. From the information held we have received 2 reports at this location
2. Full information on these cases are:
 - 24th July 2024 via the complaints process
 - Enquiry also received via Council's contact Centre. The Complaint was assigned as a service request also on the 24th July.
 - We have no other reports on this location.

Our Highway Inspection Records have also been checked and cross referenced and we only have these 2 enquiries for this location stated above

Also, this area is on a monthly walked highway safety inspection and no defects have been picked up for this location during the scheduled inspection process that meet the Council's criteria for a repair to be actioned.