

FactSheet

www.islandroads.com

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Maintaining the Island's roads

A guide to our work to repair potholes.

Island Roads is responsible for maintaining the Island's roads all-year round. This includes responding to problems or faults, which impact on the public highway, such as: carriageway and footway potholes, cracked and loose kerbs, flooding, blocked highway drains, fly tipping, removing dead animals from the highway, dealing with spillages and more. Many of these issues are picked up in our regular highway inspections or by our [District Stewards](#), but potholes and other defects may occur between inspections. This is why we rely on people reporting them to us through our [report it online facility](#) on our website.

Our District Response teams, and other specialist teams, work in partnership with Parish and Town Councils and other key organisations on the Island to provide a responsive highway maintenance service undertaking repairs to enhance the network.

In this factsheet we look more closely at our approach to maintaining pothole-type defects and the process of repairs involved. We know that the issue of potholes is important to you and since 2013 through the Island's road improvement programme, we undertaken significant work and other repairs across the Island's highway network to help limit the occurrence of potholes.

However, as with other areas up and down the country, this work does not stop potholes from happening completely and here we examine more about these, the different types of defects and the work undertaken to repair and monitor them.

What is a pothole?

A pothole is a depression in the road or pavement where the surface has been eroded causing a hollow to be formed. They can vary in size, depth or shape.

What causes a pothole?

It is easy to assume that potholes are formed due to roads being poorly maintained but that is not usually the case.

Roads naturally deteriorate over time with potholes usually being created by a combination of weather and constant wear from traffic. A long hot summer, followed by a period of prolonged rainfall and then freezing temperatures create the perfect conditions for potholes to develop.

Water seeps into even minute cracks in the road surface and into the material below (the sub base). Over time if the water cannot adequately drain away it becomes saturated and soft causing the road

surface to weaken. Potholes get worse in the winter as the trapped moisture freezes and thaws in a repeated cycle and each time that happens the expanding ice lifts and cracks the surface and the passing traffic will then weaken it further, breaking up the surface until it forms a hollow or pothole. Wear from traffic then expands the pothole.

Potholes also form during the summer months where the foundations of the road have deteriorated and stress from traffic causes potholes in isolated locations.

How do we programme pothole repairs?

A team of trained highway inspectors inspect the highway regularly. The frequency of these inspections varies depending on the road classification (the type of road) and national best practice guidelines.

We assess the severity, nature and location of defects to determine if repairs are necessary taking a risk based approach for classifying safety according to national standards including the national publication Well-Managed Highway Infrastructure: A Code of Practice.

Safety defects are those carriageway or footway defects which are likely to cause a hazard – mainly potholes but also loose/broken kerbs, broken sign posts protruding onto the carriageway or footway, vegetation overgrowing the footway forcing pedestrians into the road etc.

Any safety defects that are found are recorded and assigned a timescale for repairs if required with those posing a higher risk to pedestrians or vehicles treated as a priority.

Hazardous defects known as category one defects are made safe within 2 hours after they are identified with a temporary repair with 24 hours. Defects likely to become hazardous if not repaired soon are classified as Category 2 safety defects and are scheduled for repair within 28 days. Other 'non-safety defects' not meeting the criteria may be noted for future investigation at the next scheduled inspection. Where possible, and when resources allow, our crews will repair 'other defects'

We also receive reports from members of the public via our 'Report it Online' facility on our website and in these cases, we will visit the site to assess the defect and determine whether a repair is needed and in what timescale in accordance with the above policy.

Different types of pothole

There are many different types of pothole, and they can occur both in the road carriageway and within the footway area:



General potholes

This pothole could result from a number of causes including water ingress into the surface or substructure and most likely requires an inspection and possible repair.

Deep potholes

This type of pothole is potentially quite serious and require an urgent inspection/repair.





Substructure failure

A substructure failure could be the result of a void below the surface sometimes caused by a broken water pipe. This type of pothole may require an urgent inspection/ repair.

Trench failure

A trench failure would usually be caused by an unsatisfactory reinstatement from a utility (water, gas, electricity) excavation. It will require investigation and a possible repair.



Delamination

Delamination is caused by the failure of the surface asphalt layer to bond with a concrete surface applied to the road surface (a concrete treatment has been historically used on a small number of roads on the Island e.g. Union Street, Ryde). Delamination, although reducing the aesthetic appearance of the road, does not generally pose a risk for road users. However, it will continue to be monitored via our regular safety inspections.

Surface course deterioration

This type of pothole is where the surface course of an asphalt carriageway (top layer) has deteriorated due to wear and tear. Again, although it reduces the aesthetic appearance of the road, it does not generally pose a risk for road users, however, it will continue to be monitored via our regular safety inspections.



Edge deterioration

Sometimes the edges of the road surface close to the verge will deteriorate over time. This is unlikely to pose a risk to road users however, it will continue to be monitored via our regular safety inspections.

On occasions, a non-serious defect may also be subject to monitoring rather than repairs, particularly if the road is due to have some planned treatment e.g. reconstruction or resurfacing work in the near future. At the time of this work all defects in the specified road will then be examined and treated during the work.

How do I report a pothole or defect?

We can only treat a pothole or defect if we know about it.

You can report a pothole or defect by visiting our [report it online facility](#) on our website. Simply follow the steps outlined on the page to report a problem in your area. The system will show you if that problem has already been reported and the action being taken. If it is a new problem that has not been reported previously, you can provide the details to us. Please provide as much accurate information as possible and ideally a photo (if it is safe to do so).

If you need help using this facility, please watch our two [information films](#) on our website which show you step by step how to use the report it online system.

The system can also provide updates on progress. Alternatively, you can email info@islandroads.com with the relevant details.

If you see that a pothole has been outlined with paint, it has already been inspected by our team and programmed to be repaired so you don't need to report it.

Please note that we are not responsible for defects or potholes on unadopted (private) roads.

PLEASE NOTE: in an emergency where there is a threat to public safety (e.g. a very large void that would be difficult to avoid) please contact our highway emergency line on 01983 822440.



What is the process for repairing a defect/pothole?

- Pothole or defect is reported through our website facility.
- Depending on the severity of the defect one of our District Stewards will visit the site between one to three business days.
- If the defect requires an urgent repair, a temporary repair will be made on the same day and a permanent repair job will be raised for completion within a 28-day period.
- Once a job has been raised, it will be assigned to one of our stewards via their electronic tablet device for repair according to the nature of the defect and its severity.
- The maintenance crews will then arrive on site and check the detail of the defect against their job order on their tablet. They will also check that the site is accessible and that it is safe for them and the public to carry out the work, placing out traffic management barriers, signs and diversions as necessary while they carry out the work.
- The crew will take a 'before' photo on their tablet for recording purposes before carrying out the work.
- They will also assess the site for any underground services using specialist equipment.
- They will then prepare the area by clearing loose material.
- The crews then use a further piece of equipment called a 'compressor breaker' to excavate the damaged area to make sure the area is the correct depth. This is then sprayed with bituminous bond coat which helps to combine the old and new materials to make it as watertight as possible.
- Once the excavation is complete, the crew place a layer of asphalt into the hole and then use something called a compactor to ensure the layer is level before adding further layers. Water is then sprayed on the area to cool it down before adding the next layer.
- The process can then be repeated several times (depending on the depth).

- Once a final layer is applied the pothole is filled over with asphalt to ensure the area is compacted and provide an even surface finish.
- The crew take an 'after' photo to record the work and the job is closed online. This process can be tracked through the Fix My Street feature <https://fms.islandroads.com/> which is available from the home page of www.islandroads.com
- The crew then remove the traffic management equipment (barriers, signs etc) and leave the area neat and tidy.

When we have experienced challenging weather conditions and this has led to an increase in potholes we increase our resources to ensure that we can meet the required timescales for repairs.

Who pays for pothole repairs?

Pothole repairs and other such defects are covered by Island Roads.

Find works in your area

You can click on the current works tab on our website <https://islandroads.com/current-works/> to see the works Island Roads are carrying out each week across the Island.

You can view a map of all roadworks on the Island and identify who is carrying out the work in a particular location using our 'Roadworks Live' tab on the main menu of our website www.islandroads.com. Alternatively you can go direct to One.Network via the following link <https://one.network/custom/isleofwight/>

You can visit our website for more details about any of our services www.islandroads.com