

*Department for*  
**Transport**

XXXXXXX  
XXXXXXX

XXXXXXX  
Regulatory Services & Information  
Department for Transport  
Great Minster House  
76 Marsham Street  
London  
SW1P 4DR  
Direct Line: XXXXX  
Fax: XXXXX  
GTN No: XXXXX

Our ref: F0007947

Web Site: [www.dft.gov.uk](http://www.dft.gov.uk)

3 August 2011

Dear XXXXX,

Thank you for your recent request made under the Freedom of Information Act 2000 (FOI Act) and addressed to the Highways Agency. It has been forwarded to this Department to reply as the guidance that you have requested is published by this Department.

In providing this information, I refer to Exemption 21 of the FOI Act as Local Transport Note LTN 1/07, "Traffic Calming", is available for free download from the Department's website at - <http://www.dft.gov.uk/pgr/roads/tpm/ltnotes/> . Please note the full text of this Exemption is enclosed for your information.

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/04  
Ashdown House  
Sedlescombe Road North  
Hastings  
East Sussex TN37 7GA  
E-mail: [FOI-Advice-Team-DFT@dft.gsi.gov.uk](mailto:FOI-Advice-Team-DFT@dft.gsi.gov.uk)

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

XXXXXXX

## **Your right to complain to DfT and the Information Commissioner**

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## Section 21 of the Freedom of Information Act

This Act provides that:

1. Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.
2. For the purposes of subsection (1)-
  - **(a)** information may be reasonably accessible to the applicant even though it is accessible only on payment, and
  - **(b)** information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.
3. For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.