

Our ref: CRS 765,339
Your ref:

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Email:

Direct Line:

5 September 2018

Dear

FREEDOM OF INFORMATION REQUEST A14 JUNCTIONS 53 - 55 UNEVEN ROAD SURFACE

I am writing to confirm that we have now completed our search for the information which you requested on 19 August.

You asked for a) a copy of all data held concerning complaints lodged of the same as above and b) all claims of damage to motor vehicles lodged to the same as above.

In respect of data held concerning complaints lodged of the same as above, I confirm that since August 2017, we have received 23 contacts via our Customer Contact Centre specifically about the road surface condition of the A14 between junctions 53 and 55 eastbound and 55 and 54 westbound.

Claims for damage made against Highways England are recorded on a database. It has no mechanism to record either junction numbers or defects in detail and only records the road number and administrative area. Additionally, the database only records claim categories generically, eg pothole. Therefore, I am unable to provide you with information about the number of claims of damage to motor vehicles apart from one claim made in December 2017. This can be identified only because additional information stating "ramp/raised tarmac at the A14 eastbound junction 53" had been added to the record's notes.

We introduced a temporary mandatory 50mph speed restriction last month and it is signed accordingly. This was introduced after routine monitoring indicated some further deterioration in the carriageway. Consequently, 50mph is considered the safest maximum speed for this section of the A14. Prior to its introduction, an advisory 50mph speed restriction had been indicated since January.

Drivers are expected to make their journeys with an awareness of road conditions ahead using the information provided. In this case the "Ramp Ahead" and speed limit reductions, whether advisory or mandatory, have been set out on the A14 to do this.

The mandatory speed limit and advisory signing will remain until we can carry out repairs later this autumn.

You advise your vehicle has been damaged as a result of constant daily use of this section of the A14. If you haven't already done so and wish to make a claim for damages, you may set out the details of your claim in an email to our customer contact centre info@highwaysengland.co.uk or telephone 0300 123 5000. It will be directed to our Red Claims team who will respond.

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at: <https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or email info@highwaysengland.co.uk. You should contact me if you wish to complain.

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

If you have any queries about this letter, please contact me. Please remember to quote reference number 765,339 in any future communications.

Yours sincerely

Business Management Team Leader
Operations (East)
Email: