



Our ref: 718966
Your ref:

[REDACTED]
Via Email

[REDACTED]@gmail.com

Linda Ainsbury
Highways England
The Cube
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B1 1RN

5 May 2015

Dear Mr [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail Freedom of Information request regarding the SWRCC.

You requested:

1. Amount of times the SWRCC on all shifts have fallen below the MSL (minimum staffing levels) 2013 / 2014 / 2015. Include the times we had to get a call taker from another region please i.e. if we had 3 traffic officers and a team manager and 1 operator from WMRCC or EMRCC can this be added in and shown only the amount of Traffic Officers on duty in the SWRCC + team manager as I know of one occasion recently where we had no team manager in the SWRCC for approximately 3 hours and a WMRCC team manager had to help out.
2. Amount of staff leaving the HATO service 2013 / 2014 / April 2015 including staff who have given in there notice of termination of employment and those who have transferred out of the RCC into another area with in the HA/HE and also managers relating to the RCC and OMs.
3. What is the budget for the SWRCC for years 2015 to 2016 and then 2016 to 2017 and so on for the next 5 years as now set out by the government compared to the other regions and how this work out per head of staff.

The answers are as follows:

1. We are not able to provide any additional information to that contained in our FOI response of 2 April 2015 (FOI 717828). Historically we did not formally record when other regions provided support either with a dedicated resource or 'dual' between two regions – we do now but have only started this in the last couple of months. Additionally, as stated in the letter of 2 April, there is a technical issue for the time period that the National Roster Team managed our rosters and therefore we cannot provide any data at all for that time period.



2. The number of leavers for the 3 years at operational grades in Customer Operations are:

Grade	2013	2014	2015	Grand Total
TM1A	22	39	2	63
TM1B	47	82	6	135
TM2	10	10		20
TM3	1	1		2
Grand Total	80	132	8	220

Of the 220 leavers, 111 voluntarily resigned. It is not possible to provide transfer information for that number of individuals because that information is not held in a centrally recorded database and therefore retrieving and compiling this information from existing systems would be a substantial piece of work and breach the appropriate Freedom of Information limit of 24-hours work.

3. Please see the separate spreadsheet containing the budget information for each RCC region. Please note:

- Cost centres from one year to the next are not always comparable due to structural changes and changes in the way budgets are managed;
- The full cost of running an organisation can be in excess of the attached as some costs are budgeted for elsewhere and not allocated directly to Regional Control Centres;
- The split of the allocation of the Highways England budget to regional levels can change in-year so it is subject to change. Budgets for the financial years 2016-17 and beyond have not yet been agreed or allocated.
- Headcount in each regional control centre varies from month to month depending on new staff joining and other staff leaving. Consequently, the budget information has not been provided per head of staff as requested. This is because the values per head would change depending on the number of employees, and we therefore cannot provide a definitive number.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via the [Gov.uk website](http://www.gov.uk).

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 e-mail 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 the reference number in any future communications.

Yours sincerely



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