

Our ref: 708,708

Your ref:

Mr [REDACTED]
request-217783-9d909c5a@whatdotheyknow.com

Mrs [REDACTED]
NDD - Directorate Services Team
Manager
9th Floor
The Cube
199 Wharfside Street
Birmingham B1 1RN

23 July 2014

Dear Mr [REDACTED],

Thank you for Freedom of Information request asking for litter/refuge complaint statistics. Your request was received on 26 June 2014 and I am dealing with it under the terms of the Freedom of Information Act 2000.

In your email you requested a breakdown of the number of complaints received about litter and/or refuse by contract area by calendar year from 1 January 2009 to 1st January 2014 and for the five-month period from 1st January to 31st May 2014.

Litter complaint numbers, taken from the Highways Agency Information Line (HAIL) records, are set out in Annex 1 below.

We have also included Ministerial litter correspondence data; please see Annex 2. However, this information is not held in a format that enables us to determine whether the correspondence was a complaint. It reflects all correspondence from Ministers/MPs on the subject of litter. Additionally, this information is not held by area team, but by English geographical region.

In keeping with the spirit and purpose of the legislation, all information is assumed to be public unless exempt. Therefore, we may be publishing the information you requested, together with any related information that will provide context, via our website:

<http://www.highways.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:

<http://www.highways.gov.uk/foicomplaints>

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail ha_info@highways.gsi.gov.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 above in any future communications.

Yours sincerely

Mrs [REDACTED]

Email: ndd_c_dst@highways.gsi.gov.uk

Highways Agency Information Line (HAIL)

Litter complaints received 01/01/2009 to 31/05/2014

Area Team	2009	2010	2011	2012	2013	2014
Area 1	1	5	3	0	5	1
Area 2	3	0	4	5	13	3
Area 3	10	12	10	25	29	5
Area 4	5	8	8	21	21	7
Area 5 (M25 DBFO)	17	51	25	42	34	6
Area 6	2	18	5	14	10	1
Area 7	3	20	7	9	14	12
Area 8	4	10	4	7	7	0
Area 9	5	20	17	24	10	3
Area 10	6	23	12	19	37	29
Area 12	1	11	6	13	7	3
Area 13	3	5	2	6	6	3
Area 14	4	8	6	7	4	0
DBFO						
M40	9	3	2	1	2	0
A19	1	0	0	1	3	0
A69	1	1	0	2	0	0
A1	0	1	2	2	0	0
A249	0	3	1	0	2	0
A30/A35	0	1	0	0	2	0
A50	0	1	2	4	0	0
M1-A1	0	0	0	2	0	0
Other/General ¹	9	16	13	19	16	14
For local authority ²	22	26	22	41	32	8

¹ Includes correspondence answered by other HA Directorates or where a central response was required

² Correspondence received by the HA, but relates to litter issues managed by Local Authorities

Highways Agency – Ministerial Correspondence on litter:
01/01/2009 to 31/05/2014

Region	2009	2010	2011	2012	2013	2014
South West Areas 1 & 2	0	0	0	2	1	0
South East Areas 3 & 4	4	8	8	6	9	5
M25 Area 5	0	0	0	0	2	0
East: Areas 6 & 8	4	2	1	6	5	0
Midlands: Areas 7 & 9	0	1	1	0	2	2
North West: Areas 10 & 13	0	3	2	3	39	0
Yorkshire North East: Areas 12 & 14	2	0	0	2	0	0
Other ¹	2	11	10	11	18	10

¹ Includes correspondence answered by other HA Directorates or where a central response was required