

Our ref: 698,201

 Highways Agency
 Network Delivery and Development
 The Cube
 199 Wharfside Street
 Birmingham B1 1RN

29 November 2013

Dear

I am writing to confirm that we do hold the information you requested on 30 September 2013.

 The following documents requested have previously been redacted and released under FOI and can be found on our website here: <http://www.highways.gov.uk/foi/areamaintenance-plans/>

Area 2: Maintenance Requirement Plan, Area Business Strategy, Quality Plan

Area 4: Area Business Strategy, Quality Plan, Incident Response Plan, Severe Weather Plan

Area 10: Area Business Strategy, Quality Plan

Area 12: Area Business Strategy, Quality Plan, Incident Response Plan, Severe Weather Plan

 Area 10's Maintenance Requirement Plan has also previously been released under FOI and can be found here: http://www.whatdotheyknow.com/request/maintenance_requirements_plan_fo#incoming-352863

The remaining documents requested are listed here:

Area 1	Severe Weather Plan Incident Support/Response Plan Contingency Plan Area Business Strategy Quality Plan
Area 2	Severe Weather Plan Incident Support/Response Plan Contingency Plan
Area 4	Contingency Plan
Area 7	Severe Weather Plan Incident Support/Response Plan Contingency Plan Area Business Strategy Quality Plan
Area 10	Severe Weather Plan Incident Support/Response Plan Contingency Plan
Area 12	Contingency Plan
Area 13	Severe Weather Plan Incident Support/Response Plan Contingency Plan Area Business Strategy Quality Plan
Area 14	Severe Weather Plan Incident Support/Response Plan Contingency Plan Area Business Strategy Quality Plan

In line with previous requests on this subject, we have decided that some of the areas within the requested documents cannot be disclosed and have therefore been redacted.

The information being withheld falls under the exemptions in sections 40(2) and 43(2) of the Freedom of Information Act 2000.

In applying these exemptions we have had to balance the public interest in withholding the information against the public interest in disclosure.

The attached Annex A to this letter sets out the exemption(s) in full and details why the public interest test favours withholding some of the information.

With regards to the Quality Plan for Area 1, 7 and 14, a document with this title is not in existence. Instead it is part of a bespoke computer system which details the service provider's processes. What we are able to provide is Annex 24 Quality Plan Structure. Area 14's Quality Plan Structure is the same as that of Area 12 previously released.

Due to the large amount of documents requested, we have been unable to send them with this letter, and so the information will all be published on our website for you to view here:

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

Also, due to the number of redactions required, there has been a delay on supplying the requested documents for Area 7 and the Incident Response Plan for Area 14. These will also be uploaded to the website when available, and you will be notified.

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

NDD C Directorate Services

**Annex A
Public interest test**

The public interest test conducted, found the following exemptions to apply.

Section 40(2) preserves the right of subject access under the Data Protection Act 1998 (DPA) by exempting requests by individuals for their own personal data. It also exempts requests for information about other living individuals where the disclosure would not be DPA compliant (whilst acknowledging that the public interest might require the disclosure of information that would/might cause damage or distress to an individual).

Section 43(2) exempts information that constitutes a trade secret and information where disclosure will/is likely to prejudice the commercial interests of any person.

Factors supporting disclosure	Factors supporting non-disclosure
<p>Quality Plan-</p> <ul style="list-style-type: none"> • Previously disclosed for Areas 2, 4, 10 and 12 where they exist, or Annex 24 where they do not, and no significant reputational or commercial damage has resulted. • No specific information which would give a competitor an advantage- some areas to be redacted. <p>Area Business Strategy-</p> <ul style="list-style-type: none"> • Previously disclosed for Areas 2, 10, 12 and 14 and no significant reputational or commercial damage has resulted. • Documents are a summary of approach, not detailed. <p>Severe Weather Plan-</p> <ul style="list-style-type: none"> • Previously disclosed for Areas 4 and 12, and no significant reputational or commercial damage has resulted. <p>Incident Response Plan-</p> <ul style="list-style-type: none"> • Previously disclosed for Areas 4 and 12, and no significant reputational or commercial damage has resulted. <ul style="list-style-type: none"> • May help future tenders bids to be more competitive • Allow businesses to respond better to government opportunities • General public interest in transparency 	<p>Severe Weather Plan-</p> <ul style="list-style-type: none"> • Arrangements with supply chain partners could be commercially sensitive- can be redacted in same way as previous Areas released <p>Contingency Plan-</p> <ul style="list-style-type: none"> • Whilst based on an Agency template, it could show how contractors have interpreted the requirements. • Important to maintain the confidence of our suppliers • May weaken service provider competitiveness on current and future tender opportunities

In conclusion the factors for disclosure outweigh the factors for non-disclosure. However, there are some instances where the information being released could harm commercial interests and so will be redacted under the previously stated exemptions.

Names of public interest test attendees:

List of redactions of documents released here:

Area 1

Location	Redaction	Clause
Severe Weather Plan		
Page ii	Names	40
Page 3-12	Fax number	40
Page 3-11	Domain Arrangements	43
Page 4-1	Names	40
Page 4-2	Staffing Levels	43
Page 4-4	Winter Service Vehicles	43
Page 5-2	Routes	43
Page 5-3	Snow Clearance & Route Summary	43
Page 6-14 - 6-15	Routes	43
Appendix 2 to 23	Commercial details	43
Page B1-1	Email Addresses	40
Pages B-3-2 B-3-3	Treatment details	43
Page B 5-4	Treatment details	43
Incident Response Plan		
Page 2	Names	40
Contingency Plan		
Page ii	Names	40
Page iii	Names	40
Page 1-6	Names	40
Appendix A	Names and Contact Details	40
Appendix B	Names and Contact Details	40
Area Business Strategy		
Page 5	Names	40
Page 7	Names	40
Pages 9-10	Names	40
Page 12	Names	40
Pages 14-15	Commercial details	43
Page 16	Names	40
Page 18	Names	40
Page 20	Names	40

Area 2

Location	Redaction	Clause
Severe Weather Plan		
Page iii	Contact names	40
Page iv	Contact names	40

Page 1-5	Contact names	40
Pages 1-6 to 1-10	Route Information	43
Page 2-7 to 2-9	Contact names	40
Page 2-14	Contact names	40
Page 2-16	Contact names	40
Page 3-2	Contact names	40
Page 3-3	Staffing Levels	43
Page 3-6	Contact names	40
Page 3-8	Contact names	40
Page 4-3 to 4-4	Route Information	43
Page 4-5	Route Summary	43
Appendix	Entirety- due to the large amount of redactions that would need to be made, it is not appropriate to release	40/43
Incident Response Plan		
Page 12	Contact names and telephone numbers	40
Page 13	Contact names and telephone numbers	40
Page 15	Contact names and telephone numbers	40
Contingency Plan		
Page 33	Contact names and telephone numbers	40
Page 35-40	Contact names and e-mail addresses	40
Page 46	Contact names and e-mail addresses	40

Area 4

Location	Redaction	Clause
Contingency Plan		
i	Address	40
iii	Names	40
1-6	Names, addresses	40
9-1	Telephone numbers	40
A1 - 7	Names, addresses, positions, contact details	40
B1 - 4	Names, addresses, positions, contact details	40

Area 10

Location	Redaction	Clause
Severe Weather Plan		
ii-v	Names	40
2-1	Contact details	40
2-2 to 2-3	Names	40
2-4 to 2-6	Contact details	40
2-11	Supplier info	40,43
2-12	Contact details	40
2-13	Supplier info	40,43
2-16	Contact details	40
2-17	Route info	43
3-2	Contact details	40

3-3	Organogram	40
3-4	Staffing Levels	43
3-7	Supplier info	40,43
3-8	Vehicle info	43
3-8	Route info	43
3-9 to 3-10	Supplier info	40,43
4-1 to 4-7	Route info	43
5-1	Supplier info	40,43
5-13 to 5-15	Route info	43
5-17	Route info	43
5-19	Supplier info	40,43
5-20 to 5-35	Route info	40,43
5-42	Supplier info	40,43
5-45	Supplier info	40,43
Appendix	Entirety- due to the large amount of redactions that would need to be made, it is not appropriate to release	40,43
Incident Response Plan		
0	Names	40
3-1 to 3-2	Contact details	40
3-4	Radio info	43
3-5	Supplier info	40,43
5-1	Radio info	43
6-1 to 6-3	Fleet Schedules	43
7-1 to 7-3	Fleet Schedules	43
7-2 to 7-3	Radio info	43
A-1 to A-2	Process	43
B1	Organogram	40
C1	Process	43
D1-D2	Process	43
E1-E3	Contact details	40
G1	Process	43
G5	Process	43
H1	Process	43
J1-7	Process	43
Contingency Plan		
i	Contact details	40
iii	Names	40
ix	Contact details	40
1-6	Contact details	40
8-3	Supplier info	40,43
9-1	Contact details	40
10-2 to 10-4	Supplier info	40,43
A1 to A2	Contact details	40
B1 to B10	Contact details	40

Area 12

Location	Redaction	Clause
Contingency Plan		
Front cover	Names, telephone & fax numbers removed	40
Section iii	Names	40
Section iv	Names	40
Page 1.6	Names and telephone numbers	40
Page 4.7	Telephone numbers	40
Page 9.6	Website and telephone numbers	40
Page 10.7	Telephone numbers	40
Appendix A	Names and contact details	40
Appendix B- B7	Names and contact details	40

Area 13

Location	Redaction	Clause
Severe Weather Plan		
Page 1-2 Document Distribution list	Contact details	40
Page 2-1	Contact details	40
page 2-5	Company names	43
Page 2-11	Contact details	40
Page 2-16	Phone Numbers	40
Page 3-1 Key personnel	Contact details	40
Section 3.1.2	Number of staff	43
Page 3-5	Company names	43
Page 3-6	Names removed	40
Page 3-7	Supply Chain partners	43
Page 4-3 to 4-7	Routes	43
A3-21	Due to the large amount of redactions that would need to be made, it is not appropriate to release	40/43
B1	E-Mail address	40
B3.2	Salt stocks levels	43
B4	Contact details	40
B4.2	Number of vehicles	43
Incident Response Plan		
2	Contact names	40
Contingency Plan		
i (front Cover)	Contact details	40
iii (Document control sheet	Names	40
Page 1-6 Plan Manager	Contact details	40
Page 9-1	Contact details	40
Appendix A - Plan Holders	Contact details	40
Appendix B - Contact details	Contact details	40
B2 - SMT	Contact details	40
B3 - Media Management Team	Contact details	40

B4 - Admin Team	Contact details	40
B5 - Service Provider	Contact details	40
B6 - Service Provider	Addresses	40
B7 - Highways Agency	Addresses	40
3. BofR Folder	Stakeholder Plans	43
3. BofR Folder	Service Provider Plans	43
3. BofR Folder	03.RID - Folder 02 Contact Details	40
3. BofR Folder	03.RID - Folder 04 12 Callout Rotas	40
3. BofR Folder	03.RID - Folder 04 Removal of contact names from Environmental Plan	40
Area Business Strategy		
1	Network Board Contacts	40
1	Email addresses & contact numbers	40
Quality Plan		
1	Document control sheet	40

Area 14

Location	Redaction	Clause
Severe Weather Plan		
p1-3	Names	40
p16 (2.1.1.1)	process removed	43
p25 (3.1.1)	Personnel details	40
p25 (3.1.1)	Staffing levels	43
p25 (3.1.1)	Supplier names	43
p27 (3.3.2)	Supplier names	43
p32 (4.2)	Routes	43
p76	Address	40
p77	Address	40
p78	Address	40
Appendix	Entirety- due to the large amount of redactions that would need to be made, it is not appropriate to release	40/43
Contingency Plan		
iii	Names	40
Appendix A	Names	40
Appendix B	Contact details	40
Appendix B1-4	Names	40
Appendix B5	Service provider other resources that may be required	43
Appendix B6	Addresses	40
Appendix B7	Names and contact details	40
Area Business Strategy		
All pages Column A	Goal reference	43

All pages Column J	Centrally scored aspects. Not relevant for ABS.	43
All pages Column K	AMOR Reference. Not relevant for ABS	43
All pages Column Q	Names	40
All pages Column R	Names	40
All pages Column S	Names	40
All pages Column T	Names	40
All pages Column K	Names	40
All pages Column W	Risk Impact on service score	43
All pages Column X	Risk Status score for October 2013	43
All pages Column Y	Overall Risk score for October 2013	43
All pages Column Z	Mitigation measures proposed by Activity leads and TEDs	43
All pages Column AA	Risk Impact on service score	43
All pages Column AB	Risk Impact on service score	43
All pages Column AC	Risk Status score for November 2013	43
All pages Column AD	Overall Risk score for November 2013	43
All pages Column AE	PMF score for November	43
All pages Column AF	Mitigation measures taken to increase control removed	43

