

Our ref: 716440
Your ref:

[REDACTED]
Highways Agency
The Cube
199 Wharfside
Birmingham
B1 1RN

Direct Line: [REDACTED]

10 March 2015

Dear Mr [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail Freedom of Information request regarding staffing at the SWRCC which we received on 31 January 2015. I apologise for the lateness of this reply and acknowledge that it is outside the 20-working day deadline.

You requested:

1. Average sick leave across each team in the SWRCC Avonmouth control room from 1st January 2014 to 1st January 2015
2. Average Sick Leave per person in the SWRCC control room from dates January 2014 to 1st January 2015 SWRCC.
3. Total Cost of overtime for year 2013 to 2014 SWRCC
4. Total Cost of overtime from year 2014 to 2015 SWRCC
5. Total times SWRCC HIT THE PCRI i.e. short on shift or below requested amount of staff in the control room SWRCC between 6 from 07:00 to 23:00 hrs
6. Total times SWRCC HIT THE PCRI i.e. short on shift or below requested amount of staff in the control room SWRCC 5.92 f between 2014 - 2015 06:30 to 22:30hrs
7. Staff retention SWRCC 2013 to 2014
8. Staff retention SWRCC 2014 to 2015

Highways Agency responses are as follows:

1. Sickness absence figures are not held at a team level and therefore we are unable to provide this.
2. The South West RCC had an average of 12.6 sickness absence days per person in the period 01/01/2014 to 31/12/2014.
3. The total cost of overtime for the financial year 2013 -14 in the SWRCC was £27,876.23

Safe roads, reliable journeys, informed travellers

4. The total cost of overtime for the financial year 2014 -15 (to end February 2015) in the SWRCC was £20,041.99.

5 & 6. The number of incidents recorded for staffing level shortages at the SWRCC between 1 January 2013 and 28 February 2015 was 2 and both of these occurred in October 2014. The figures have been obtained using the code BCRI (Business Continuity Risk Incident) but if this is not the information you required, please let me know.

7. & 8. The staff turnover rate for the SWRCC is:

2013 – 20%

2014 – 5.7%

2015 - 8.3% (to 28 February 2015)

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 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/foiresponses/FOIresponses/8024.aspx>

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

[Redacted signature]

pp [Redacted]
Email: [Redacted]@highways.gsi.gov.uk