

Our ref: CRS 725,722  
Your ref:

2<sup>nd</sup> Floor  
Woodlands  
Manton Lane  
BEDFORD  
MK41 7LW

via email

Direct Line:

4 September 2015

Dear

## **FREEDOM OF INFORMATION ACT REQUEST – A5 BLETCHLEY ROUNDABOUT TRAFFIC SIGNALS AND COMPLAINTS PROCEDURE**

Thank you for your email of 11 August requesting information about our management of complaints and the traffic signals at the A5 Bletchley Roundabout. I have handled your request under the terms of the Freedom of Information Act 2000.

You request the following information:

- ***A copy of our complaints policy.***

Under Section 21 of the Act, we are not required to provide information which is already reasonably accessible to you. A copy of our complaints procedure can be found on our website at,

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

- ***Any variations to this policy that allow for extension of time by shifting complaints internally from one department to another, and the frequency with which complaints over the last year since August 2014 have shifted from department to department.***

Highways England's correspondence management process is based on the Citizen's Charter (1991). We aim to provide a full reply to all inbound enquiries, including complaints, within 15 working days. (Exceptions to this include enquiries with other defined response timescales such as Freedom of Information requests.) A reasonable extension is permitted providing it is justifiable in the pursuit of a thorough response. In such cases, we would expect an interim reply to be sent to the correspondent explaining the reasons for the delayed full response and when we expect to provide a full reply.

The movement of complaints or correspondence from one department or another should not impact on the timescale for reply; it remains 15 working days (or other defined response timescale for example, correspondence handled under Freedom of Information).

I have now reviewed your contact with us via our Customer Contact Centre (CCC). I have been made aware of your contact with us on 27 July, which we have recorded under CCC reference 17980459, about traffic signals on the Redmoor Roundabout and I am advised you received a reply on 6 August stating that the site is not maintained by Highways England. The reply was made within our 15 working day timescale. However, there appears to have been some misunderstanding about the exact location, possibly relating to named roundabouts, which appears to have prompted you to contact us again to raise your concerns. If we have contributed to that confusion, please accept my apologies.

- ***Specifically all complaints that have been passed to Amey in the last year in the Bedfordshire and Buckinghamshire Counties.***

Contact made with us via our Customer Contact Centre or via other correspondence means is not recorded by county and we do not therefore hold this information.

- ***The time taken on response to all these complaints***

As we do not hold information by county, we cannot provide a response. However, we do carry out reviews of Amey's compliance with response timescales and the quality of their replies to our customers. This was last carried out in January and we plan to do repeat the exercise later this year.

- ***The number of complaints made since August 2014 that have been successfully resolved.***

During the period of 1 August 2014 to 11 August 2015 our Customer Contact Centre (CCC) received a total of 3021 contacts from the public concerning the strategic road network in our administrative area, Area 8, which includes Cambridgeshire and Buckinghamshire. The nature of these contacts are varied and may not all necessarily be considered as complaints.

Of these 3021 contacts, the CCC categorised 344 as 'complaints'. Complaints are addressed either by the CCC at source, internally within Highways England's administrative area team or Amey, our service provider.

During the period identified, the CCC re-allocated 373 of the 3021 contacts to the administrative area team for action and these have been recorded internally as follows:

Business / Other	3
Complaint	12
Enquiry	302
Freedom Of Information	10
MP Direct	11
Notifications	35

It is probable that some correspondence has been categorised incorrectly. Therefore the actual level of complaints addressed by the administrative team is likely to be higher.

As of 3 September, of the 373 contacts allocated to the administrative area, 370 are considered closed, 3 remain open and none are considered overdue. Of those recorded as complaints, 1 remains open and 11 are considered closed.

Of correspondence handled by our service provider, Amey, I confirm they have received 1922 contacts from the CCC during the period of 1 August 2014 to 11 August 2015. The nature of these contacts will again vary. Amey do not record complaints separately.

Returning to your original concerns about traffic signal sequencing, you ask for the following information about “*the Bletchley Roundabout on the A5 between Dunstable and Milton Keynes*”, which we know as the Little Brickhill Roundabout.

- ***The transport assessment figures you or your contractor Amey used that detail the volumes of traffic passing each entry/exit point onto this roundabout.***
- ***The date any such transport assessment was made.***
- ***Information on who the body was that undertook such a transport assessment.***
- ***Data regarding how any extrapolation of traffic volumes resulted in setting the timings at each of the traffic lights on this roundabout, who was responsible for extrapolation of this data, and their relevant qualifications to do so.***

We do not hold this information. The traffic light installation at this roundabout was implemented as part of the Newton Leys development and funded by the developer. Transport assessment figures informed the development and design of the signalisation scheme. We believe the information may be held by the local planning authority.

- ***The specific timing allowed to every traffic light on this roundabout.***

The traffic signals have been designed to operate under a system called Microprocessor Optimised Vehicle Actuation (MOVA). Traffic levels are monitored through detectors in the road which means the timings of the signals on this roundabout are varied as traffic volumes change throughout the day. The signalisation of this junction has been designed to control and manage queuing traffic, not remove it.

At the time of writing, the traffic light installation is in the process of being adopted by Highways England and detailed information about the signalisation has yet to be given to us by the developer.

- ***All data regarding any monitoring of traffic volumes passing through this roundabout that has taken place since the installation of the traffic lights in 2014 on the above roundabout.***

We do not hold this information. The changes to the roundabout have been designed by Peter Brett Associates on behalf of the Newton Leys developer and were required as a condition of planning consent.

At present, issues relating to the signal operation of the roundabout are also being managed by Peter Brett Associates. After consultation with them, I can confirm that further works to the roundabout may be undertaken in over the next few weeks to address outstanding issues including issues with the traffic signals if required.

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](mailto: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 CRS 725,722 in any future communications.

Yours sincerely

Business Coordinator  
Network Delivery & Development (East)  
Email: