

Our ref: CRS 739.173  
Your ref:

Second floor  
Woodlands  
Manton Lane  
Bedford MK41 7LW

Via email

Direct Line:

22 June 2016

Dear

I am writing to confirm that we have now completed our search for the information that you requested on 31 May, namely details of the tender process and full costing of the options details in our email of 20 May.

Firstly, I would like to assure you that we have now taken into account the social impact of these works on the Fiddlers Hamlet residents and we have listened to everyone's concerns via two meetings and our various correspondences. I do accept that our early reaction was poor but I hope you will agree that we have worked hard to put things right.

I also accept that you and your fellow residents' preferences are for fencing or another form of barrier as it would provide more immediate screening. Furthermore, you will have noted that our report dated May 2016 includes feedback in relation to how the work has impacted the wider community and provides a detailed review of each option. The option that we now intend to progress is an improved version of the landscaping design presented to the residents at the meeting on 15 April.

A copy of the information you requested about costings for the different screening options is attached at Annex A. Please note that these costs have been used to inform the feasibility report and may be subject to further revision as we continue to secure more detailed quotations to establish which procurement mechanism (our Asset Support Framework or Asset Support Contract) will be used to plant and maintain the trees and shrubs.

The M11/A120 Stansted package of essential maintenance works, which includes the embankment reconstruction work at Fiddlers Hamlet, are currently being delivered by our contractor, Interserve, through an Asset Support Framework, with Amey, our service provider appointed through an Asset Support Contract, responsible for the design and supervision of the works.

There are five contractors in the Asset Support Framework and each work package is subject to a competitive tender process within that Framework. The package was awarded to Interserve in December 2015.

As stated, we have two delivery mechanisms available to us once we have received the planting quotations. The first option is that we issue an instruction to Amey, as our service provider, to do the planting and maintain it under the Asset Support Contract or alternatively, the second option is that we issue an instruction to Interserve to do the work as a compensation event within the current work package they are delivering.

Once firm quotations have been received, we will make that decision and we will keep you informed of developments.

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 email [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 739,173 in any future communications.

Yours sincerely

Asset Delivery Manager (Commercial)  
Operations (East)  
Email: