

Our ref: 748,023

Ash House
Falcon Road,
Sowton Ind. Estate
Exeter EX2 7LB

16 February 2017

Dear

FREEDOM OF INFORMATION - A38 LOWER LODGE EDGE STABILISATION SCHEME CORNWALL

Thank you for your request for information about compensation for businesses as a result of the roadworks dated 6 February. I am dealing with it under the terms of the Environmental Information Regulations 2004. This is because the information requested concerns measures and activities affecting or likely to affect elements of the environment or affect factors such as noise, pollution discharges and other releases into the environment.

As highway works ultimately benefit the whole community there is no statutory provision for compensation by the highway authority if a business is affected by road works. As such we have made no provision within tender documents, risk assessments or method statements. However we have been working with local businesses on the A38 especially those directly affected by the works to minimise any potential disruption. These works have been planned carefully to coincide with lowest traffic flows and to cause the least possible impact to local communities.

Cornwall Council has been party to the detailed planning of this scheme and has given agreement to use the local road network which forms part of the diversion routes. During the consultation we identified works on the diversion route to ensure it was kept in a safe condition whilst being used by trunk road traffic. This work was undertaken and paid for by Highways England on behalf of the local highway authority, in the spirit of collaborative working.

We have a very narrow opportunity to undertake all the critical maintenance work in the region given the pressures due to seasonal traffic. Additionally the options available for suitable alternative routes are extremely limited.

I do appreciate the frustrations that roadworks can cause but we are working hard to ensure delays are kept to an absolute minimum whilst these essential works are taking place.

I trust I have fully answered your questions but 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. 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 (748,028) in any future communications.

Yours sincerely

Operations South West