



Our ref: 720,704  
Your ref:

Via Email:

Highways England  
The Cube  
199 Wharfside  
Birmingham  
B1 1RN

15 June 2015

Dear Mr

## FREEDOM OF INFORMATION REQUEST

Thank you for your Freedom of Information request submitted to Highways England on 15 May 2015 regarding hearing difficulties and Traffic Officers.

You requested the following information:

- 1. The number of on road Traffic Officers who have had an OHS referral for hearing difficulty.*

Our current system contains records from 2012 onwards. From 2012-15 28 traffic Officers have had an OHS referral for hearing difficulties:

2012 – 2013 = 8  
2013 – 2014 = 10  
2014 – 2015 = 10

Please note that these numbers are the number of referrals made in the Traffic Officer Services so may include other grades than just the Traffic Officers.

- 2. The number of on road Traffic Officers given a reasonable adjustment relating to hearing difficulty.*

It is not possible to obtain the information as requested. Reasonable adjustment records are not kept in a format that can extract data according to specific disabilities or medical needs. Reasonable adjustment records are created, recorded and formatted according to the individual's needs and situation. To fully answer the question posed would involve opening and manually checking hundreds of individual records which would exceed the cost limit for Freedom of Information requests.

- 3. The number of on road staff stood down for hearing difficulty.*

Again it is not possible to obtain the information as requested. This type of information is not recorded in an extractable format. For example there may be a short-term need of a few hours or days and this can be managed locally without central recording.

Page 1 of 2



4. *The number of on road Traffic Officers that have been redeployed because of Hearing Loss.*

Again it is not possible to obtain the information as requested. This type of information is not recorded in an extractable format. To fully answer the question posed would involve opening and manually checking hundreds of individual records which would exceed the cost limit for Freedom of Information requests.

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 720,704 in any future communications.

Yours sincerely,

[Redacted signature]

pp  
[Redacted]  
Email: [Redacted]@highwaysengland.co.uk