

Our ref: CRS 746,403
Your ref:

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Via email

Direct Line:

30 December 2016

Dear Sir/Madam

FREEDOM OF INFORMATION REQUEST ORWELL BRIDGE CLOSURES

I am writing to confirm that we have now completed our search for the information which you requested on 21 December.

Please find attached a spreadsheet which contains information we hold about Orwell Bridge closures over the period 1 January 2011 to 3 September 2016.

I have coloured the most relevant tab titled "Data" in red. You have asked for specific data, which can be found in that tab, where we hold it, in the following columns which are highlighted yellow:

- | | |
|---------------------------|-----------|
| a) The date | Column D |
| b) The time it was closed | Column Q |
| c) The time it reopened | Column R |
| d) Reason for closure | Column BR |
| e) Extent of closure | Column BQ |

To clarify, "Whole Carriageway Closed" means closure of either the eastbound or the westbound carriageway and "Total Carriageway (Both carriageways)" means both eastbound and westbound carriageways closed at the same time.

I have also highlighted the column AD in green. This column shows how long a closure lasted, where we hold the information.

The "Summary" tab, which I have coloured blue, shows the information as various graphs, which I hope you will also find useful.

Safety of all road users is our priority and closing Orwell Bridge during inclement weather such as high winds is not a decision that we take lightly and is always done in liaison between our emergency planners, the emergency services, the Met Office (for weather related incidents), local authority emergency planners and our service provider.

Sometimes, however, it is not our decision to close the bridge and the police will use their powers to do so in order to preserve and record evidence at the scene of an incident or to keep a vulnerable person safe.

We also recognise that in delivering planned work to maintain or improve either the bridge structure or its road surface, there is never an ideal time to carry out our work and drivers and our neighbours will be inconvenienced. However, we do try and minimise the inconvenience by completing as much work as possible overnight when traffic flows are lower.

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. 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 746,403 in any future communications.

Yours faithfully

Business Management Team Leader
Operations (East)
Email: