

Our ref: CRS 754,039
Your ref:

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Via email

Direct Line:

24 August 2017

Dear

FREEDOM OF INFORMATION REQUEST A14/A142 AND A11 BARTON MILLS LIGHTING

Thank you for your email of 1 August requesting information about lighting inspections at the above locations between 1 January 2011 and 2 August 2017. We have now completed our search of electronic and paper records.

For information, we currently carry out inspections at night during the months of April, August, October, November, December, January and February.

Over the past 7 years we have worked with 3 different service providers and a number of different contractors. Regrettably, records have not been either properly made or stored consistently and some of the records you request are not available in their entirety. Therefore, we only hold inspection records from 2014.

We recognise that this is not acceptable and is currently being addressed. In doing so, we are in the process of setting up 'MAYRISE Street Lighting' which is a complete asset management system designed to simplify and improve the management of asset records, as well as providing accurate energy consumption figures.

We can see from your correspondence that a lack of repair to defective lighting has been an ongoing issue for some time; we acknowledge and appreciate your safety concerns. Around the time you first reported the faults at the A14/A142 junction, there was some dispute about maintenance liability between us and the local authority which delayed repair work being completed. However, once liability was agreed, inspections and repairs were completed, including bulk lamp changes. Cambridgeshire County Council is the highway authority for the A142.

Whilst we concentrated on completing bulk lamp changes across the East of England, there was a delay in replacing assets which had been damaged in road traffic incidents including the lamp column at the A14/A142 junction. I confirm this lighting column has now been replaced, although there are a number of bollards which still require replacing.

The service level agreements to which we work dictate that lighting works are programmed around the priority and situation of the lighting columns. The A14 was assessed as non-safety, medium priority – to be fixed within 2 years, which we outlined in our previous

response to you of 18 October 2016. An extract from our Asset Maintenance and Operational Requirements, which sets this out is attached.

Turning to the A11 at Barton Mills, there were a number of lighting outages which we rectified earlier this month. There remain 3 non-working lamp columns which have suffered cable faults and require a larger scheme to replace the cable and restore service. This will need programming and so I am currently unable to advise you when this will happen.

You also requested a copy of all correspondence between Highways England and you and for any internal correspondence where your name is mentioned. We have dealt with this aspect of your request as a subject access request in accordance with the Data Protection Act. The requested information is attached at Annex A.

All attached documents have been redacted in reliance of Section 40(2) of the Freedom of Information Act – Personal Information.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response. 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 754,039 in any future communications.

Yours sincerely

Business Management Team Leader
Operations (East)
Email: