

From: [REDACTED]
To: [REDACTED]
Bcc: [REDACTED]
Subject: Freedom of Information Request 756566
Date: 21 November 2017 12:48:25
Attachments: [Number of Lane Closures M6 Junctions 16 to 18 - February 2015 to Augustpdf](#)

Dear [REDACTED]

I am writing to confirm that we have now completed our search for the information, which you requested on 31 October about the number of lane closures on the M6 between Junctions 16 and 18 from 19 February 2015 to 31 October 2017.

Unfortunately we are only able to provide data up to 3 September 2016 as a transition to a new incident management system has limited our ability to answer specific queries. The new system has changed the data export format from that previously possible, making it incompatible with our existing bespoke database. Our IT experts are in the course of resolving the issue on a long term basis and this is being managed at the highest level. It is expected that a resolution will be implemented early in the new year.

The process of providing the data from September 2016 to October 2017 would involve a manual process of going through each individual incident over a 14 month period. We have estimated that the cost of compiling your request will exceed £450. Section 12 of the Act does not oblige us to comply with requests if they exceed this limit. In light of the IT issues mentioned above, we are currently unable to provide any information within the appropriate limit as stipulated in [Section 12](#) the Freedom of Information Act 2000

However, a copy of the information from February 2015 to August 2016 is attached for your attention.

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 756566 in any future communications.

Yours sincerely



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