

**HIGHWAYS ENGLAND CUSTOMER CONTACT CENTRE
CALL REFERENCE: 18468463**

To:

[REDACTED]

Also Advised:

Area
Team:

Stage 2 Complaints

Callers Details: [REDACTED]	Motorway/Trunk Road Details: M/way,TR : A14 Junction : 37 Nr. Town : Stage 2 Complaint Direction:
Phone : [REDACTED] eMail: [REDACTED]	
Date and Time of Journey (if known): 24 October 2014 20:21	Call details last saved: 17 July 2017 01:21
Reply to Customer by: Email	(for CCC Use only)
Comments/Remarks: Original Call Details (ref: 18256196) =====	
CONTINUED FROM LOG 18255870 DUE TO INSUFFICIENT CHARACTERS: ===	
... was quite clear in stating to me that he had first reported this particular street lamp being defective some two years ago and that is still defective and without repair. He was not impressed with the level of service that neither he, and Highways England as he stated, was receiving from Amey. I cannot comment on how best to respond to [REDACTED] and if this complaint could be addressed without recourse to Stage 2 because that is not within the remit of CCC. I would however suggest seeking further advice from the [REDACTED] whose contact details are listed below. Kind Regards	
[REDACTED] ===	
Log in Progress [Updated]. JKM. 28.10.16. ===	
[REDACTED] requested when I spoke to him this morning that I email him a copy of his reference number. The following email was therefore sent:	
From: Highways England Sent: 03 October 2016 17:41 To: [REDACTED] Subject: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196	
Dear [REDACTED] Further to your earlier telephone call to the Highways England Customer Contact Centre regarding two defective lamp columns on the westbound entry and exit slips of J37 of the A14, I can confirm as requested that your reference numbers for both issues are 18255870 and 18256196. Please be aware that 18256196 is a continuation of 18255870 because of the character constraints of our logging system and both reference numbers now supersede 17854613 as you previously quoted. Please allow up to 15 working days for a response from the team. If you have any further enquiries regarding Highways England policies and procedures details can be found at: http://www.highways.gov.uk Alternatively you can contact us via email: info@highwaysengland.co.uk or on our 24 hour Customer Contact Centre on 0300 123 5000. To help us identify and make improvements to our responses, I would be very grateful if you could	

HIGHWAYS ENGLAND CUSTOMER CONTACT CENTRE
CALL REFERENCE: 18468463

please take our feedback survey by clicking here
Kind Regards

██████████

==

Log in Progress [Updated]. JKM. 28.10.16.

==

From: ██████████
Sent: 17 October 2016 11:01
To: ██████████
Subject: FW: ██████████ HAIL Customer Response Form - Call # 18255870 --- Stage 2 Complaint ---
-

Good Morning

I am currently still in conversation with ██████████ and he has now asked when the original HAIL Log (17854613) was closed. Is this something that you are able to tell me?

Kind Regards

██████████

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: ██████████

==

From: ██████████
Sent: 17 October 2016 12:41
To: ██████████
Subject: RE: ██████████ HAIL Customer Response Form - Call # 18255870 --- Stage 2 Complaint ---
-

Good Afternoon ██████████

Log 17854613 was closed on instruction from ██████████ on 05.12.14. A further email response was then provided by ██████████ on 12.12.14 and this was also copied into the log which I attach for your information.

Kind Regards

██████████

==

From: ██████████
Sent: 17 October 2016 13:36
To: ██████████
Subject: RE: ██████████ HAIL Customer Response Form - Call # 18255870 --- Stage 2 Complaint ---
-

Thank you for your help.

██████████

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: ██████████

==

Log in Progress [Updated]. JKM. 17.10.16.

Closed for House keeping - MT 10/04/17

=====

Follow-up call details:-

Good Evening

I am obviously a very patient man. Would you please advise me when these lights will be fixed? The A14 westbound off-slip has never worked since our last communication. The A14 westbound on-slip is still faulty. The A14 eastbound off slip still does not work.

I would like to deal with someone who is quite senior on this account due to the lack of progress and

HIGHWAYS ENGLAND CUSTOMER CONTACT CENTRE
CALL REFERENCE: 18468463

appalling service.

Kind Regards

[REDACTED]
[REDACTED]

=====

FWD to Stage 2 complaints for attention and response please

JE 17.07.17

Please advise the CCC, quoting the Reference 18468463 when the call has been satisfactorily resolved by clicking on [this link](#).

[REDACTED]
Customer Operations

3 Ridgeway
Quinton Business Park
Birmingham
B32 1AF
GTN
FAX
Tel 03001235000

17 July 2017

From: [REDACTED]
Subject: RE: Highways England 18235734 A11 Lighting complaint.
Date: 26 September 2016 19:13:51

Hi [REDACTED]

Thank you for your reply.

I am glad that some progress appears to be happening. I am concerned about timescales and SLAs though.

Would you confirm when Highways England first knew that these lights were faulty?

Kind Regards

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Highways England 18235734 A11 Lighting complaint.
Date: Mon, 26 Sep 2016 15:40:59 +0000

Dear [REDACTED],

Please see our attached response to your query regarding lighting along the A11 and A14.

Your Sincerely,

[REDACTED]

Service Delivery Team

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

GTN: [REDACTED]

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info@highwaysengland.co.uk**

*Registered in England and Wales no 9346363 | Registered Office: Bridge House, 1 Walnut
Tree Close, Guildford, Surrey GU1 4LZ*

Consider the environment. Please don't print this e-mail unless you really need to.

Our ref: 18235734
Your ref:

██████████
2nd Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Direct Line: ██████████
26 September 2016

Dear ██████████,

Thank you for your email to our customer contact centre of 7 September raising your concerns over road lighting on the A11 Barton Mill from Newmarket to Herringswell road and the A14 junction 37 westbound exit slip. Your query has been passed to me for reply as this issue falls within my area of responsibility. As you have been dissatisfied on this occasion, we have handled your correspondence in accordance with the first stage of Highways England's complaints process. For further details, please visit www.highways.gov.uk.

Firstly, I would like reassure you that we were aware of the problems you have reported. Last week we carried out investigation works for the A11 lighting defects and found that the faults are due to an issue with the underground cable. Subsequently, we were able to restore power to five of the lighting columns but further investigations are needed to isolate the fault and determine what work is required to rectify the problem.

In the case of the lighting column on the A47 junction 37 exit slip you refer to. I am pleased to inform you that work was carried out on 24 September and it has been repaired. I apologise that there was a fault with this for some time; all maintenance works are put onto a priority list to determine when they should be carried out and this particular fault was not deemed as safety critical.

Once again, please accept my apologies for any inconvenience you have been caused. If there is anything else we can help you with please do not hesitate to contact our Customer Contact Centre at info@highwaysengland.co.uk or telephone 0300 123 5000.

Yours sincerely

██████████

OD East Maintenance

Email: [REDACTED]



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] HAIL Customer Response Form - Call # 18255870 --- Stage 2 Complaint ----
Date: 03 October 2016 17:12:03

Good Afternoon [REDACTED]

I am aware [REDACTED] has multiple logs however when I spoke to him this morning he directly quoted log 17854613 and this in turn led to me creating a follow up log under reference 18255870. [REDACTED] did not mention log 18235734 as you have detailed below however he did mention that he had been in direct contact with a gentleman at Area 8. As he stated this contact had been made directly there would not necessarily be a record of it in call logging unless Area 8 had in turn forwarded it onto us at CCC for logging. I am aware however that this isn't often the case with many area teams and once a correspondent has direct contact details for an area team they will often write to them directly without involving CCC. Needless to say, I did not have cause to search for additional logs.

[REDACTED] also did not mention he had a response on 26.09.16 and your attachment does not contain the secondary attachment referenced in it which I presume contains the advice you have detailed below. Nor has this information been copied into log 18235734. Given there are a number of logs for [REDACTED] in call logging it could be that reference numbers have been confused, however I am inclined to think this is not the case because [REDACTED] was quite clear in stating to me that he had first reported this particular street lamp being defective some two years ago and that is still defective and without repair. He was not impressed with the level of service that neither he, and Highways England as he stated, was receiving from Amey.

I cannot comment on how best to respond to [REDACTED] and if this complaint could be addressed without recourse to Stage 2 because that is not within the remit of CCC. I would however suggest seeking further advice from the Stage 2 Complaints Team and [REDACTED] whose contact details are listed below.

Kind Regards

[REDACTED]

Highways England Customer Contact Centre Advisor

Highways England | National Traffic Operations Centre | 3 Ridgeway | Quinton Business Park | Birmingham | B32 1AF

Tel: + [REDACTED]

Web: <http://www.highways.gov.uk>

Safe Roads, Reliable Journeys, Informed Travellers

From: [REDACTED]
Sent: 03 October 2016 14:48
To: [REDACTED]
Subject: RE: [REDACTED] HAIL Customer Response Form - Call # 18255870 --- Stage 2 Complaint - ---

Good Afternoon [REDACTED],

I wonder if you can help. I am unsure as to why this is a stage 2 complaint? [REDACTED] contacted us on 7/09/2016 regarding the same query under HAIL 18235734

and this was responded to on 26/09/2016 (please see attached log and response).

We were able to advise him that works had been carried out on 24/09/2016 and the lighting column on the A14 J37 westbound exit slip he refers to was repaired. He then replied directly to me via email and thanked me for the response and advised that he was happy and he then posed two further questions regarding SLA's and when we first knew of the problem. (please see attached) as he did not appear to be dissatisfied this is being handled as business as usual and will be responded to within 15 working days.

I am concerned that perhaps he has quoted the wrong HAIL number given the dates on HAIL 18255870 and therefore this does not need to be handled as a stage 2 complaint or there has been confusion as there have been various HAILS. Please advise how you feel we should proceed.

Kind Regards

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

GTN: [REDACTED]

From: [REDACTED]

Sent: 03 October 2016 13:39

To: [REDACTED]

Subject: FW: [REDACTED] HAIL Customer Response Form - Call # 18255870 --- Stage 2 Complaint

Importance: High

Team

As per our conversation, could you please reply to [REDACTED]. Thanks.

Kind regards

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

GTN: [REDACTED]

From: [REDACTED]

Sent: 03 October 2016 13:29

To: [REDACTED]

Subject: FW: [REDACTED] HAIL Customer Response Form - Call # 18255870 --- Stage 2 Complaint

Importance: High

Team,

Please see the below, can something be done today as [REDACTED] suggests to prevent this becoming a stage 2 complaint?

Thanks

From: [REDACTED]

Sent: 03 October 2016 11:41

To: [REDACTED]

Subject: [REDACTED] HAIL Customer Response Form - Call # 18255870 --- Stage 2 Complaint ----

Hi team

Please see the attached HAIL correspondence.

It seems that Amey hasn't kept [REDACTED] informed and he is now asking about a different light as well.

Rather than make this a stage 2 complaint, please can you arrange for either

someone in your team or at Amey to phone him today, apologise and give him the information he needs?

Please confirm.

Regards.

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 03 October 2016 11:12

To: [REDACTED]

Cc: [REDACTED]

Subject: HAIL Customer Response Form - Call # 18255870 --- Stage 2 Complaint ----

Dear colleagues

Please find attached the details of a customer's enquiry.

In order for CCC to track the progress of each customer's enquiry accurately, please notify CCC when you have responded to the customer.

If the nature of the enquiry does not fall within your area of expertise please let us know by emailing CCC Closed Calls mailbox or using the link in the attached word document.

If you are aware of the team that can successfully progress the customers enquiry please can you forward the enquiry to that team and advise CCC that you have done so.

Please note that your correspondence to CCC Closed Calls is used to assist with developing lines to take for the advisors (in other words increase the number of enquiries that the team answer at source).

Therefore it would be very much appreciated if you could attach a copy of your written response or provide a brief summary of your telephone conversation with the customer.

Kind regards

[REDACTED]

Tel No: 03001235000

GTN No:

Fax No:

From: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] correspondence 18235734 CRS 742,477
Date: 29 September 2016 14:22:21

Hi,

This was responded to and closed on the 26/09.

There is however a new response due for [REDACTED] on 16/10/16 CRS 743,037.

[REDACTED]

[REDACTED]

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

GTN: [REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: RE: Highways England 18255870
Date: 18 October 2016 15:37:42
Attachments: [REDACTED] [18_10_2016 CRS 742_477.pdf](#)

Good Afternoon,
Please see attached response to your query regarding the A14 Junction 37 lighting.
Yours Sincerely,

[REDACTED]
Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]
Web: <http://www.highways.gov.uk>
GTN: [REDACTED]

From: [REDACTED]
Sent: 05 October 2016 12:34
To: [REDACTED]
Subject: RE: Highways England 18255870
Dear [REDACTED]

I thank you for your reply.
I find it hard to believe that the lamp was involved in an RTA as it appears to be exactly the same lamp and there are no signs of damage on it. There is one on the westbound on-slip which was flattened and had been replaced. But not on the off-slip. It has been so long that I cannot be sure which incident it referred to as the service was appalling and emails asking how to complain were ignored. I'll enclose copies of emails concerning these issues.

I can find no SLAs to which they work to despite me asking for them several times. This is a concern as they appear to have won a contract but are not obliged to carry out works to restore service.

Email of 5/12/2014 from [REDACTED];

"Thank you for your enquiry to the Highways Agency Information Line (HAIL) regarding 17854613. Your enquiry has been passed on to me for reply. Amey is the Asset Support Contractor for the Highways Agency in the East of England and responsible for managing and maintaining trunk roads and motorways on their behalf.

Regarding the street lighting column that you have reported to us, We are aware of the defect on the A14 Junction 37 and understand your concerns of the time that the light has been out, the A14 will shortly be undergoing street lighting maintenance and I can assure you that the defect will be rectified..

Thank you for contacting the Highways Agency Information Line (HAIL). More information about the strategic road network in the East of England is available on the Highways Agency Area 6 webpage at www.highways.gov.uk/area6. For more information about the Highways Agency generally, including Traffic Information, please visit www.highways.gov.uk

Regards

██████████"

The link that they included for www.Highways.gov.uk/area6 did not work and continues not to work.

I replied on the same day;

██████████

Thank you for your reply.

Do you have an SLA for repairing street lights? And if so, what is it, please?

Kind Regards

██████████"

No reply to that direct question.

Email received from 11/12/2014 from ██████████, Amey;

"Dear ██████████,

Thank you for your enquiry to the Highways Agency Information Line (HAIL) regarding the faulty street light on the slip road at A14 J37 . Your enquiry has been passed on to me for reply. Amey is the Asset Support Contractor for the Highways Agency in the East of England and responsible for managing and maintaining trunk roads and motorways on their behalf.

Our street lighting team are aware of the fault and have this repair to be carried out when the electricians are next working on the A14. I would envisage that this will be early in the new year although I am unable to give you a specific date.

Thank you for bringing this matter to our attention.

..."

I asked them for their SLA;

Hi ██████████

Thank you for your reply but what is your Service Level Agreement for repairing lights? I would like to know that.

Kind Regards

██████████

No reply from them.

I emailed them 14/5/2015;

Please advise on what you mean by 'shortly'. It appears to be different to my view of the word.

Kind Regards

██████████

No reply

It appears that Amey do not wish to engage with the public directly.

But, it appears almost impossible to raise an issue or raise a complaint about poor service. These are major trunk roads and also very busy junctions.

I would also question their processes if they can close faults down before work has been completed. This is poor practice and is commonly employed to cheat SLA measures from my experience in other industries. When was the ticket closed down by Amey, for clarity?

I do thank you for your help.

Kind Regards

[Redacted]

From: [Redacted]

To: [Redacted]

Subject: Highways England 18255870

Date: Tue, 4 Oct 2016 09:28:29 +0000

Dear [Redacted],

Thank you for your recent email of 26 September regarding our service level agreements and the timescales in place for the repairs of lighting columns. Please accept this as an interim response as I am currently working with our service provider to gather the information you have requested.

I notice that you have been in touch with our customer contact centre on 3 October and have quoted reference 17854613. This reference appears to relate to a complaint that you made on 24 November 2014 reference the faulty lighting column on the A14 junction 37 westbound on slip. Our logs advise that a response was sent by a service provider on 12 December 2014 advising you that these works would be carried out in the new year and this log was then closed. I apologise that this did not happen when you were advised and have now been informed that this particular lamp was damaged in late 2014 by a road traffic collision, made safe and then due to an acceleration in a programme of works to carry out a bulk lamp change across the network last year, this particular lamp was overlooked.

I refer you to the letter sent on 26 September 2016 whereby I was able to advise that the lighting column had been replaced on 24 September 2016. Again please accept my apologies for the time taken to replace the lighting column and I assure you that we are working with our service provider to establish the best way to monitor our street lighting and prevent anything being overlooked again.

In the interest of providing you with the most accurate response to your queries, please could you clarify that the lighting column you are referring to in your contact on 3 October is on the A14 junction 37 westbound on slip and appears to still not be working.

Yours sincerely,

[Redacted]

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

GTN: [REDACTED]

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Our ref: CRS 742,477
Your ref: 18255870

██████████
2nd Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Direct Line: ██████████
18 October 2016

Dear ██████████

Thank you for your further email of 5 October highlighting your concerns relating to lighting on the A14 junction 37 westbound exit slip and the service level agreements of which we work to. Your query has been passed to me for reply as this issue falls within my area of responsibility. As you have been dissatisfied on this occasion, we have handled your correspondence in accordance with the first stage of Highways England's complaints process. For further details, please visit www.highways.gov.uk.

Firstly, please accept my apologies for the delays in this issue being resolved and the unsatisfactory level of customer service you have received. For clarification, the lighting column on the A14 Junction 37 on slip was involved in an RTA in late 2014 this was made safe and a permanent repair completed on the 26 September 2016. The lighting column you refer to along the A14 Junction 37 off slip, has been picked up by our inspectors when carrying out their routine lighting scouts this has been investigated and we believe there to be a fault with the lamp. I realise that the time taken to repair this lighting column is disappointing but I am pleased to tell you that a repair should be completed by 18 November 2016, weather permitting. To ensure efficiency and minimise further impact on our road users, we are also assessing the area to determine if this work can be carried out alongside any other works in the area.

The service level agreements by which we work to dictate that lighting works are programmed around the priority and situation of the lighting columns, with a high profile and higher quantities of lighting outages grouped together taking priority over a single outage. Defects are also assessed and categorised by safety implication:

- Safety Temporary Repair – 24 hours safety repair
- Safety Permanent Repair - 28 days
- Non safety high priority – 6 months
- Non safety Medium priority – 2 years

As this is a single outage it has been categorised as a non – safety medium priority, meaning a repair needs to be completed within 2 years. I realise that we are coming to the end of that specified two year period and apologise again for failing to work within our service level agreement.

I now refer you to your question regarding the closure of faults before works are complete. The defect remains open and monitored until it is repaired, replaced or deemed as no longer viable.

Once again, I am sorry for the inconvenience you have been caused. If there is anything else we can help you with please do not hesitate to contact me.

Yours sincerely,


OD East Maintenance
Email: 

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: UEGENT PHONE CALL REQUIRED: [REDACTED] CCC Customer Response Form - Call # 18468463
Date: 27 July 2017 08:55:36
Attachments: [RE Highways England Response Defective Lamp Columns J37 A14 - References 18255870 18256196 .msg image001.jpg](#)

Hi [REDACTED]
I have not been able to get hold of [REDACTED] by phone nor have I been able to leave him a message – he must be in his lab. I have therefore sent the attached email which is a positive response, as Kier will be on site on Friday 4 August to repair and carry out a bulk lamp change which should rectify the lighting outages. I would be grateful if you would close this CCC.

Many thanks
Kind regards

[REDACTED]
[REDACTED]
Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW
Tel: [REDACTED] | **Mobile:** [REDACTED]

Web: <http://www.highways.gov.uk>

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Customer Contact Centre is available 24/7 on 0300 123 5000 or info@highwaysengland.co.uk

From: [REDACTED]
Sent: 21 July 2017 14:42
To: [REDACTED]
Subject: RE: UEGENT PHONE CALL REQUIRED: [REDACTED] WEBB CCC Customer Response Form - Call # 18468463

Thanks [REDACTED]
I'd be grateful if you would update me again after you've updated [REDACTED] on Tuesday.
Thanks

From: [REDACTED]
Sent: 21 July 2017 14:38
To: [REDACTED]
Subject: RE: UEGENT PHONE CALL REQUIRED: [REDACTED] WEBB CCC Customer Response Form - Call # 18468463

Hi [REDACTED]
I haven't spoken with [REDACTED] yet but he did respond to my email – copy attached. I haven't heard back from him so presume that he is content to wait for my update next week. I will be providing that update on Tuesday, after I get an update from Kier.
Kind regards

[REDACTED]
[REDACTED]
Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW
Tel: [REDACTED] | Mobile: [REDACTED]

Web: <http://www.highways.gov.uk>

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Customer Contact Centre is available 24/7 on 0300 123 5000 or info@highwaysengland.co.uk

From: [REDACTED]
Sent: 21 July 2017 14:29
To: [REDACTED]
Subject: RE: UEGENT PHONE CALL REQUIRED: [REDACTED] [REDACTED] CCC Customer Response Form - Call # 18468463
Importance: High
Hi [REDACTED]
[Did you email \[REDACTED\] ? If so, has he responded at all?](#)
[Thanks](#)

From: [REDACTED]
Sent: 18 July 2017 14:39
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: UEGENT PHONE CALL REQUIRED: JULES/JULIAN WEBB CCC Customer Response Form - Call # 18468463

Hi [REDACTED]
I have tried to call [REDACTED] but when you ring his number you get a message to say that his mobile is not available at the moment and you cannot leave a message. I spoke earlier to [REDACTED] and he is sending one of his lighting engineers this week to have a look at this site to check whether they are ground level faults or high level. If they are low level cable issues which can be resolved they will do that when they are at the site. Once they have checked that they can then determine if any traffic management is required to carry out any high level repairs. This visit will also establish if there are cable faults which cannot be resolved without a small scheme. I will email [REDACTED] later today to advise him of the above given that I cannot contact him by phone.
Kind regards

[REDACTED]
[REDACTED]
Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW
Tel: [REDACTED] | Mobile: [REDACTED]

Web: <http://www.highways.gov.uk>

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Customer Contact Centre is available 24/7 on 0300 123 5000 or info@highwaysengland.co.uk

From: [REDACTED]
Sent: 18 July 2017 10:45
To: [REDACTED]
Cc: [REDACTED]
Subject: URGENT PHONE CALL REQUIRED: [REDACTED] CCC Customer Response Form - Call # 18468463

Importance: High

Hi [REDACTED]

As below and attached. Could you deal with this one urgently today and report back to the BMT inbox with phone notes etc. and let me know if this can be closed.
Kind regards

[REDACTED]

[REDACTED]

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

GTN: [REDACTED]

From: [REDACTED]
Sent: 18 July 2017 10:18
To: [REDACTED]
Subject: [REDACTED] CCC Customer Response Form - Call # 18468463

Importance: High

Morning team

Psa.

[REDACTED] has apparently not received an answer to his question-when will the lights be fixed?-from either Amey or CCC and is probably frustrated by the latter's bureaucratic responses about reference numbers and telling him that he will have to wait up to a further 15 working days for the answer.

To avoid a Stage 2, please can someone from HE phone him today and either give him the information he has been asking for or tell him when he will receive it?

Regards.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] | Highways England

Highways England | Bridge House | 1 Walnut Tree Close | Guildford | Surrey | GU1 4LZ

Tel: [REDACTED]

From: [REDACTED]
Sent: 17 July 2017 01:22
To: [REDACTED]
Subject: CCC Customer Response Form - Call # 18468463

Dear colleagues

Please find attached the details of a customer's enquiry.

In order for CCC to track the progress of each customer's enquiry accurately, please notify CCC when you have responded to the customer.

If the nature of the enquiry does not fall within your area of expertise please let us know by emailing CCC Closed Calls mailbox or using the link in the attached word

document.

If you are aware of the team that can successfully progress the customers enquiry please can you forward the enquiry to that team and advise CCC that you have done so.

Please note that your correspondence to CCC Closed Calls is used to assist with developing lines to take for the advisors (in other words increase the number of enquiries that the team answer at source).

Therefore it would be very much appreciated if you could attach a copy of your written response or provide a brief summary of your telephone conversation with the customer.

Kind regards

██████████

Tel No: 03001235000

GTN No:

Fax No:

From: [REDACTED]
To: [Highways England](#)
Subject: Re: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196
Date: 16 July 2017 23:17:14
Attachments: [image001.png](#)
[image002.png](#)

Good Evening

I am obviously a very patient man. Would you please advise me when these lights will be fixed? The A14 westbound off-slip has never worked since our last communication. The A14 westbound on-slip is still faulty. The A14 eastbound off slip still does not work.

I would like to deal with someone who is quite senior on this account due to the lack of progress and appalling service.

Kind Regards

[REDACTED]

From: Highways England
Sent: 03 October 2016 17:40
To: [REDACTED]
Subject: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Dear [REDACTED]

Further to your earlier telephone call to the Highways England Customer Contact Centre regarding two defective lamp columns on the westbound entry and exit slips of J37 of the A14, I can confirm as requested that your reference numbers for both issues are 18255870 and 18256196. Please be aware that 18256196 is a continuation of 18255870 because of the character constraints of our logging system and both reference numbers now supersede 17854613 as you previously quoted. Please allow up to 15 working days for a response from the team.

If you have any further enquiries regarding Highways England policies and procedures details can be found at: <http://www.highways.gov.uk> Alternatively you can contact us via email: info@highwaysengland.co.uk or on our 24 hour Customer Contact Centre on 0300 123 5000.

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major A roads.

To help us identify and make improvements to our responses, I would be very grateful if you could please take our feedback survey by clicking [here](#)

Kind Regards



Customer Contact Centre Advisor

Highways England | National Traffic Operations Centre | 3 Ridgeway | Quinton
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From: [REDACTED]
To: [REDACTED]
Subject: Fw: Problem Report: Street light on A14 off ramp not working
Date: 27 July 2017 09:57:05

Good Morning

I have forwarded what I believe is my earliest email concerning this junction and the lighting which is not working. I will try and see if there are others.

Kind Regards

[REDACTED]

From: [REDACTED]
Sent: 24 November 2014 20:20
To: ha_info@highways.gsi.gov.uk
Subject: FW: Problem Report: Street light on A14 off ramp not working

Good Evening

Why is this taking so long? Could I have an update please before I contact my Councillors and MP

Thank you

[REDACTED]

From: [REDACTED]
To: customer.service@suffolk.gcsx.gov.uk
Subject: RE: Problem Report: Street light on A14 off ramp not working
Date: Tue, 30 Sep 2014 13:47:22 +0100

Good Afternoon [REDACTED]

As a Customer Service Department I suppose it would be beyond your remit to do this . But thank you for providing

me with the number.

Joined up thinking again?

Kind regards

■■■■■

From: customer.service@suffolk.gcsx.gov.uk
To: ■■■■■
Date: Tue, 30 Sep 2014 13:19:09 +0100
Subject: RE: Problem Report: Street light on A14 off ramp
not working

Dear ■■■■■

Thank you for contacting us.

Unfortunately we are unable to assist with your enquiry as we do not provide this service.

We recommend contacting the Highways Agency who may be able to help with your enquiry. They can be contacted on 0300 123 5000 or via email ha_infor@highways.gsi.gov.uk.

Kind regards,

■■■■■

Customer Service
Suffolk County Council

-----Original Message-----

From: ■■■■■
Sent: 29 September 2014 18:30
To: Customer Service (GCSx)
Subject: Problem Report: Street light on A14 off ramp not
working

Dear Suffolk County Council,

A user of FixMyStreet has submitted the following report of a local problem that they believe might require your

attention.

To view a map of the precise location of this issue, or to provide an update on the problem, please visit the following link:

<https://www.fixmystreet.com/report/527613>

Name: [REDACTED]

Email: julian.webb@outlook.com

Phone: [REDACTED]

Category: Street lighting

Subject: Street light on A14 off ramp not working

Details: Last lamp on westbound off ramp just before A142.

Easting: 563590

Northing: 265906

Latitude: 52.2669838905263

Longitude: 0.395908219757056

Nearest road to the pin placed on the map (automatically generated by Bing Maps): Ramp, Newmarket, CB8 7

Nearest postcode to the pin placed on the map (automatically generated): CB8 7BQ (185m away)

Replies to this email will go to the user who submitted the

problem.

All the best,

The FixMyStreet team

This message was sent via FixMyStreet, a project of UKCOD, registered charity number 1076346. If there is a more appropriate email address for messages about 'Street lighting', please let us know by visiting <<https://www.fixmystreet.com/contact>>. This will help improve the service for local people. We also welcome any other feedback you may have.

FixMyStreet is now available for full integration into council websites, making life easier for both you and your residents. Read more here:
<https://www.mysociety.org/services/fixmystreet-for-councils/>

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certified virus free.

Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

From: [REDACTED]
To: [REDACTED]
Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196
Date: 27 July 2017 08:51:45
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)

Dear [REDACTED]

I am sorry that I missed you when I called to give you an update about the lighting on the A14 at junction 37. I am pleased to inform you that our lighting engineers have now visited the site and confirmed that there are no cable faults affecting the lighting. As such they have arranged to come back on Friday 4 August, using traffic management, to carry out the repairs and also complete a change of the lamps at height in the area.

I apologise for the time it has taken to address the lighting defects in this area. Inspections of the lighting, called scouting, take place on seven occasions throughout the year across the strategic road network and we are working with our new maintainer to address the lighting outages recorded in last scouting report and looking to improve the position across the network before the next scouting visit due the end of August.

For information we are also in the process of completing a programme of electrical and structural inspections of all lighting and illuminated signs on the strategic road network across the East of England so that the network remains safe and serviceable.

Thank you for raising this issue and be assured that we do take concerns about the safe operation of our network, including our lighting, very seriously. If you would like to discuss any aspect I can be contacted using any of the details below.
Kind regards

[REDACTED]

[REDACTED] Routine Delivery Team

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

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From: [REDACTED]
Sent: 18 July 2017 19:57
To: [REDACTED]
Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196
Thank you [REDACTED]

I work in some labs which are very poor for mobile signals.

I'm concerned that the outsourcing of lighting on these main trunk roads does not seem to be working. These lights have been reported and nothing appears to have happened.

No inspections, no remedial work and no communication.

It really is very, very disappointing.

Thank you for your email

Kind regards

[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 18, 2017 7:47:39 PM
To: [REDACTED]
Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Hello [REDACTED]

Thank you for your email of 16 July which has been passed to me as this falls within my area of responsibility. I tried to call earlier today as I wanted to give you an update personally but unfortunately I couldn't leave a message. I wanted to assure you that I am acting on your email and have asked for one of our lighting engineers to attend site this week to check whether the failure of the lighting can be addressed at a low level or whether traffic management will be needed to check at a high level. If this can be addressed at a low level the engineer will look to rectify whilst on site. I will get an update and contact you the beginning of next week to advise you of the next steps to bring the lighting back on.

In the meantime please give me a call if you would like to talk through your concerns ahead of the update from our lighting engineer.

Many thanks

Kind regards

[REDACTED]

[REDACTED]
Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

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From: [REDACTED]
Sent: 16 July 2017 23:17
To: Highways England
Subject: Re: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Good Evening

I am obviously a very patient man. Would you please advise me when these lights will be fixed? The A14 westbound off-slip has never worked since our last communication. The A14 westbound on-slip is still faulty. The A14 eastbound off slip still does not work.

I would like to deal with someone who is quite senior on this account due to the lack of progress and appalling service.

Kind Regards

[REDACTED]

From: Highways England

Sent: 03 October 2016 17:40

To: [REDACTED]

Subject: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Dear [REDACTED]

Further to your earlier telephone call to the Highways England Customer Contact Centre regarding two defective lamp columns on the westbound entry and exit slips of J37 of the A14, I can confirm as requested that your reference numbers for both issues are 18255870 and 18256196. Please be aware that 18256196 is a continuation of 18255870 because of the character constraints of our logging system and both reference numbers now supersede 17854613 as you previously quoted. Please allow up to 15 working days for a response from the team.

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To help us identify and make improvements to our

responses, I would be very grateful if you could please take our feedback survey by clicking [here](#)

Kind Regards



Customer Contact Centre Advisor

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From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Highways agency information Line
Date: 27 July 2017 11:26:32

As you can see some of these problems go back a long time.

Thanks

Jules

----- Forwarded message -----

From: [REDACTED]
Date: 9 November 2010 at 15:08
Subject: Highways agency information Line
To: [REDACTED]

Dear [REDACTED]

Thank you for contacting the Highways Agency Information Line. Your query has been passed to me to provide a response as Atkins works on behalf of the Highways Agency to manage and maintain its trunk roads across the east of England including the A14 Newmarket.

We have carried out investigation into the street lighting failure, the cable from the supply point feeding the street lighting has been damaged and needs to be replaced, the cable was damaged during excavation works to install driver aid signs and camera's, I am currently discussing the issues with the contractor.

Any questions, do get in touch.

Regards

[REDACTED]
Assistant Engineer
Highways and Transportation -Transport Solutions East

ATKINS
The official engineering design services provider
for the London 2012 Olympic and Paralympic Games

Bay Quarry Works, Near Barton Mills, Bury St Edmunds Suffolk, IP28 6BS.

Tel: [REDACTED]

Fax:

Email: [REDACTED]

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From: [REDACTED]
To: [REDACTED]
Subject: Re: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196
Date: 27 July 2017 09:48:33
Attachments: [image002.png](#)
[image003.png](#)

Dear [REDACTED]

Thank you very much for taking my call this morning.

Your response deals with some of the issues and I am glad that it appears that work will happen to rectify the faults. I, however, are incredibly dissatisfied with the service that appears to be happening. I'm sure budgets are tight and that things are difficult. But this is a series of busy and dangerous junctions and for this to have taken so long is really terrible. I understand that the service for inspections had been outsourced but the management of the service does not appear to have happened.

To me, just looking at this one junction, it appears that the inspections were either carried out by people incompetent and carrying out their job, or perhaps they were not carried out at all. I acknowledge that you have now changed the company to perform the contract.

I would like to know how I can request a Freedom of Information request on this particular junction and also on the A11 Barton Mills junction. As I mentioned during the call, and on previous emails, there are at least six lamps out on the south of Barton Mills. I would like to see inspection reports related to those junctions going back to 2012 and also any planned works which followed on from that. If any inspections took place would you be able to provide meter readings to show energy consumption at each lamp. I would also like to see print outs of faults logged by members of public on these major junctions.

I realise that you are on holiday but perhaps if you could send me the FoI process I could start this ball rolling. I fully understand that these issues go back well before your time in post but I do want to understand the underlying

reasons.

Kind Regards

[Redacted]

From: [Redacted]
Sent: 27 July 2017 08:51
To: [Redacted]
Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Dear [Redacted]

I am sorry that I missed you when I called to give you an update about the lighting on the A14 at junction 37. I am pleased to inform you that our lighting engineers have now visited the site and confirmed that there are no cable faults affecting the lighting. As such they have arranged to come back on Friday 4 August, using traffic management, to carry out the repairs and also complete a change of the lamps at height in the area.

I apologise for the time it has taken to address the lighting defects in this area. Inspections of the lighting, called scouting, take place on seven occasions throughout the year across the strategic road network and we are working with our new maintainer to address the lighting outages recorded in last scouting report and looking to improve the position across the network before the next scouting visit due the end of August.

For information we are also in the process of completing a programme of electrical and structural inspections of all lighting and illuminated signs on the strategic road network across the East of England so that the network remains safe and serviceable.

Thank you for raising this issue and be assured that we do take concerns about the safe operation of our network, including our lighting, very seriously. If you would like to discuss any aspect I can be contacted using any of the details below.

Kind regards

[Redacted]

[Redacted]

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [Redacted]

Web: <http://www.highways.gov.uk>



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Customer Contact Centre is available 24/7 on 0300 123 5000 or info@highwaysengland.co.uk

From: [REDACTED]

Sent: 18 July 2017 19:57

To: [REDACTED]

Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Thank you [REDACTED]

I work in some labs which are very poor for mobile signals.

I'm concerned that the outsourcing of lighting on these main trunk roads does not seem to be working. These lights have been reported and nothing appears to have happened.

No inspections, no remedial work and no communication.

It really is very, very disappointing.

Thank you for your email

Kind regards

[REDACTED]

From: [REDACTED]

Sent: Tuesday, July 18, 2017 7:47:39 PM

To: [REDACTED]

Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Hello [REDACTED]

Thank you for your email of 16 July which has been passed to me as this falls within my area of responsibility. I tried to call earlier today as I wanted to give you an update personally but unfortunately I couldn't leave a message. I wanted to assure you that I am acting on your email and have asked for one of our lighting engineers to attend site this week to check whether the failure of the lighting can be addressed at a low level or whether traffic management will be needed to check at a high level. If this can be addressed at a low level the engineer will look to rectify whilst on site. I will get an update and contact you the beginning of next week to advise you of the next steps to bring the lighting back on.

In the meantime please give me a call if you would like to talk through your concerns ahead of the update from our lighting engineer.

Many thanks

Kind regards

[REDACTED]

[REDACTED]

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Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

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From: [REDACTED]

Sent: 16 July 2017 23:17

To: Highways England

Subject: Re: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Good Evening

I am obviously a very patient man. Would you please advise me when these lights will be fixed? The A14 westbound off-slip has never worked since our last communication. The A14 westbound on-slip is still faulty. The A14 eastbound off slip still does not work.

I would like to deal with someone who is quite senior on this account due to the lack of progress and appalling service.

Kind Regards

[REDACTED]

From: Highways England

Sent: 03 October 2016 17:40

To: [REDACTED]

Subject: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Dear [REDACTED]

Further to your earlier telephone call to the Highways England Customer Contact Centre

regarding two defective lamp columns on the westbound entry and exit slips of J37 of the A14, I can confirm as requested that your reference numbers for both issues are 18255870 and 18256196. Please be aware that 18256196 is a continuation of 18255870 because of the character constraints of our logging system and both reference numbers now supersede 17854613 as you previously quoted. Please allow up to 15 working days for a response from the team.

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To help us identify and make improvements to our responses, I would be very grateful if you could please take our feedback survey by clicking [here](#)

Kind Regards

James

Customer Contact Centre Advisor

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From: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] - FOI request
Date: 28 July 2017 15:02:27
Attachments: [Fwd Highways agency information Line.msg](#)
[Fw Problem Report Street light on A14 off ramp not working.msg](#)
[Re Highways England Response Defective Lamp Columns J37 A14 - References 18255870 18256196 .msg image001.jpg](#)

Hi [REDACTED]

As discussed please find attached the emails I have received from [REDACTED] this week following my response to his HECCC. I would be grateful if you would get in touch with him next week to advise him what he needs to do to request an FOI he also mentions what the different stages of complaint mean. I will follow up on his concerns about lighting on the A14 and A11 on my return from leave. The email reference 18255870 contains my latest correspondence with [REDACTED].

Many thanks for your assistance.

Kind regards

[REDACTED]

[REDACTED]

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED] | [REDACTED]

Web: <http://www.highways.gov.uk>

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From: [REDACTED]
To: [REDACTED]
Subject: FW: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196
Date: 01 August 2017 14:22:41
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)

Dear [REDACTED],

[REDACTED] has asked me to forward you the following information:

- Please send all Freedom of Information requests to:
info@highwaysengland.co.uk
- Details of our complaints procedure is available via our website at:
<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

Kind regards

[REDACTED]
Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Web: <http://www.highways.gov.uk>

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From: [REDACTED]
Sent: 27 July 2017 09:48
To: [REDACTED]
Subject: Re: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Dear [REDACTED]

Thank you very much for taking my call this morning. Your response deals with some of the issues and I am glad that it appears that work will happen to rectify the faults. I, however, are incredibly dissatisfied with the service that appears to be happening. I'm sure budgets are tight and that things are difficult. But this is a series of busy and dangerous junctions and for this to have taken so long is really terrible. I understand that the service for inspections had been outsourced but the management of the service does not appear to have happened.

To me, just looking at this one junction, it appears that the inspections were either carried out by people incompetent and carrying out their job, or perhaps they were not carried out at all. I acknowledge that you have now changed the company to perform the contract.

I would like to know how I can request a Freedom of Information request on this particular junction and also on

the A11 Barton Mills junction. As I mentioned during the call, and on previous emails, there are at least six lamps out on the south of Barton Mills. I would like to see inspection reports related to those junctions going back to 2012 and also any planned works which followed on from that. If any inspections took place would you be able to provide meter readings to show energy consumption at each lamp. I would also like to see print outs of faults logged by members of public on these major junctions. I realise that you are on holiday but perhaps if you could send me the FoI process I could start this ball rolling. I fully understand that these issues go back well before your time in post but I do want to understand the underlying reasons.
Kind Regards

[REDACTED]

From: [REDACTED]
Sent: 27 July 2017 08:51
To: [REDACTED]
Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Dear [REDACTED]

I am sorry that I missed you when I called to give you an update about the lighting on the A14 at junction 37. I am pleased to inform you that our lighting engineers have now visited the site and confirmed that there are no cable faults affecting the lighting. As such they have arranged to come back on Friday 4 August, using traffic management, to carry out the repairs and also complete a change of the lamps at height in the area.

I apologise for the time it has taken to address the lighting defects in this area. Inspections of the lighting, called scouting, take place on seven occasions throughout the year across the strategic road network and we are working with our new maintainer to address the lighting outages recorded in last scouting report and looking to improve the position across the network before the next scouting visit due the end of August.

For information we are also in the process of completing a programme of electrical and structural inspections of all lighting and illuminated signs on the strategic road network across the East of England so that the network remains safe and serviceable.

Thank you for raising this issue and be assured that we do take concerns about the safe operation of our network, including our lighting, very seriously. If you would like to discuss any aspect I can be contacted using any of the details below.

Kind regards

Caroline

[REDACTED]

Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

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From: [REDACTED]

Sent: 18 July 2017 19:57

To: [REDACTED]

Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Thank you [REDACTED]

I work in some labs which are very poor for mobile signals.

I'm concerned that the outsourcing of lighting on these main trunk roads does not seem to be working. These lights have been reported and nothing appears to have happened.

No inspections, no remedial work and no communication.

It really is very, very disappointing.

Thank you for your email

Kind regards

[REDACTED]

From: [REDACTED]

Sent: Tuesday, July 18, 2017 7:47:39 PM

To: [REDACTED]

Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Hello [REDACTED]

Thank you for your email of 16 July which has been passed to me as this falls within my area of responsibility. I tried to call earlier today as I wanted to give you an update personally but unfortunately I couldn't leave a message. I wanted to assure you that I am acting on your email and have asked for one of our lighting engineers to attend site this week to check whether the failure of the lighting can be addressed at a low level or whether traffic management will be needed to check at a high level. If this can be addressed at a low level the engineer will look to rectify whilst on site. I will get an update and contact you the beginning of next week to advise you of the next steps to bring the lighting back on.

In the meantime please give me a call if you would like to talk through your concerns ahead of the update from our lighting engineer.

Many thanks

Kind regards

[REDACTED]
[REDACTED]
Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

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From: [REDACTED]

Sent: 16 July 2017 23:17

To: Highways England

Subject: Re: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Good Evening

I am obviously a very patient man. Would you please advise me when these lights will be fixed? The A14 westbound off-slip has never worked since our last communication. The A14 westbound on-slip is still faulty. The A14 eastbound off slip still does not work.

I would like to deal with someone who is quite senior on this account due to the lack of progress and appalling service.

Kind Regards

From: Highways England

Sent: 03 October 2016 17:40

To: [REDACTED]

Subject: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Dear [REDACTED]

Further to your earlier telephone call to the Highways England Customer Contact Centre regarding two defective lamp columns on the westbound entry and exit slips of J37 of the A14, I can confirm as requested that your reference numbers for both issues are 18255870 and 18256196. Please be aware that 18256196 is a continuation of 18255870 because of the character constraints of our logging system and both reference numbers now supersede 17854613 as you previously quoted. Please allow up to 15 working days for a response from the team.

If you have any further enquiries regarding Highways England policies and procedures details can be found at: <http://www.highways.gov.uk> Alternatively you can contact us via email: info@highwaysengland.co.uk or on our 24 hour Customer Contact Centre on 0300 123 5000.

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and major A roads.



To help us identify and make improvements to our responses, I would be very grateful if you could please take our feedback survey by clicking [here](#)

Kind Regards



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Subject: FW: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196
Date: 01 August 2017 14:22:41
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)

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[REDACTED]
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Kind Regards

[REDACTED]

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Thank you for raising this issue and be assured that we do take concerns about the safe operation of our network, including our lighting, very seriously. If you would like to discuss any aspect I can be contacted using any of the details below.
Kind regards

[REDACTED]

[REDACTED]

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Tel: [REDACTED]

Web: <http://www.highways.gov.uk>

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From: [REDACTED]

Sent: 18 July 2017 19:57

To: [REDACTED]

Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Thank you [REDACTED]

I work in some labs which are very poor for mobile signals.

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[REDACTED]

From: [REDACTED]

Sent: Tuesday, July 18, 2017 7:47:39 PM

To: [REDACTED]

Subject: RE: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Hello [REDACTED]

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Many thanks

Kind regards

[REDACTED]
[REDACTED]
Highways England | Woodlands | Manton Lane | Bedford | MK41 7LW

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To: Highways England

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Kind Regards

From: Highways England

Sent: 03 October 2016 17:40

To: [REDACTED]

Subject: Highways England Response: Defective Lamp Columns J37 A14 - References: 18255870 / 18256196

Dear Julian

Further to your earlier telephone call to the Highways England Customer Contact Centre regarding two defective lamp columns on the westbound entry and exit slips of J37 of the A14, I can confirm as requested that your reference numbers for both issues are 18255870 and 18256196. Please be aware that 18256196 is a continuation of 18255870 because of the character constraints of our logging system and both reference numbers now supersede 17854613 as you previously quoted. Please allow up to 15 working days for a response from the team.

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and major A roads.



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Kind Regards



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