

Our ref: 753 404

██████████
Email: ██████████

██████████
Highways England
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ
www.highways.gov.uk

11 August 2017

Dear ██████████

We have now completed our search for the information you requested in your email of 14 July in relation to lighting on the A31. Your request has been dealt with under the terms of the Freedom of Information Act 2000.

What work Kier have carried out on behalf of Highways agency that has been prioritised above the issue I identified back in May?

Our service providers' work to an inspection and intervention criteria from which work is prioritised accordingly e.g. Health and safety priorities.

Since the beginning of April, maintenance schemes such as the resurfacing of the roads and re-application of the road markings have been carried out. This usually takes place during the spring/summer months, so as to take advantage of the better weather. As the lighting at this section is actually on, this takes a lower priority than these other works, than it would do if the lighting was not working at all.

For your reference I have attached a list of the works that have taken place at this junction since May of this year.

I would like to thank you for raising the concerns related to the above issue and I hope you find this reply helpful.

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 CRS 753 404 in any future communications.

Yours sincerely

[Redacted signature]

[Redacted name]

[Redacted name] Operations Correspondence Team

[Redacted contact information]