

Our Ref EIR 18651058

[REDACTED]
[REDACTED]
2nd Floor
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ

22 March 2018

Dear [REDACTED]

Request for information – condition of the A34

Thank you for your email of 20 February together with a map highlighting the section of the A34 between World's End and Donnington.

Your request is being dealt with under the terms of the Environmental Information Regulations 2004. This is because the information requested concerns measures and activities affecting or likely to affect elements of the environment or affect factors such as noise, pollution discharges and other releases into the environment.

I have responded to your questions in the same sequence as your original format for ease of reference. The original questions are highlighted in black text and our answers are highlighted in red.

1. How many times you have received reports/complains from the general public about road conditions in this section?

Since April 2016 we have received 18 enquiries/complaints.

2. How many times was this section of the road inspected over the last three months?

Inspections are carried out weekly (every Wednesday).

3. When was the last inspection of this section of the road?

21 March 2018.

4. If damages to the road were recorded, what was the severity of the damage?

No defects were reported during the inspection on 21 March 2018.

5. What measures were taken to warn the general public?

We install 'uneven road' signs prior to the defect ahead to warn the general public.

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 for Freedom of Information requests and within 40 days for Environmental Information Regulations requests.

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 EIR 18651058 in any future communications.

Yours sincerely

[Redacted signature]

[Redacted contact information]

