

Our ref: [REDACTED]

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

8 March 2018

[REDACTED]

We have now completed our search for the information you requested on the 10 February, regarding litter collection at Junction 3 of the M25 and how we measure collections and associated targets. Your request has been dealt with under the terms of the Environmental Information Regulations 2004.

Litter surveys are undertaken at Junction 3, M25 every seven days, with scores allocated according to grades of cleanliness, based on the Environmental Protection Act (EPA) recommendations. This requires us to ensure that the highway is, so far as is practicable, kept clean and to ensure the land is kept clear of litter and refuse.

Definitions of grades of cleanliness are detailed within section 7 of the Code of Practice on Litter and Refuse which is available here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/218806/cop-litter.pdf.

For those sections of the network that score a Grade C, we have a period of 28 days to rectify and return it to an acceptable condition. Should any sections be scored as a Grade D, we then have seven days in which to clear them. This work is, however, subject to access constraints: for mandatory health and safety reasons it is often necessary for the work to be carried out under slip road or lane closures, to provide a safe working area for our workforce, and we therefore schedule the work into our planned cyclical maintenance programme. This coordinated approach to programming our work also maintains lane availability for traffic. A record is kept of the quantity of rubbish that is collected and from where it is collected. This information also helps with our work programming and resource allocation.

If you have any queries about this letter, please contact me. Please remember to quote reference number [REDACTED] in any future communications.

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

Yours sincerely

