

Ref: [REDACTED]

[REDACTED]
Bridge House
1 Walnut Tree Close
Guildford
GU1 4LZ

7 February 2017

Dear [REDACTED]

Thank you for your email of 30 January about signage and layout at the Handy Cross roundabout. We understand the concern that you feel after the unpleasant experience of several near misses at this location and we agree that Handy Cross is a complex junction that presents individual challenges.

We're currently reviewing the options proposed for the M40 J4 Handy Cross junction and we will use these to form a package of suggested improvements as part of a wider A404 route strategy. Once completed, we will bid for funding in the next Roads Investment Strategy funding application period. We can now bid for the funding period 2020-2025 and we expect to complete our bids over the next 18 months.

I hope this information is helpful to you and offers reassurance that we do take the need for improvement at this junction seriously.

Yours sincerely

[REDACTED]

HIGHWAYS ENGLAND CUSTOMER CONTACT CENTRE
CALL REFERENCE: [REDACTED]

To: [REDACTED] Also Advised:
[REDACTED]

Area [REDACTED]
Team: [REDACTED]

Callers Details: [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
Phone : eMail: [REDACTED]	
[REDACTED] and Time of Journey (if known):	Call details last saved: 31 January 2017 03:34
Reply to Customer by: Email	(for CCC Use only)
Comments/Remarks: Please can you reply to the attached e-mail as soon as possible and keep me informed of any progress. Thank you. ~~~~~ Dear CCC, Please can you turn the below in to a Hail and then send to OPSSECORrespondenceTeam@highwaysengland.co.uk for them to action. Kind regards, [REDACTED] [REDACTED] [REDACTED] Connect with us I follow us on LinkedIn I like us on Facebook I follow us on Twitter I follow us on Google+ I follow us on Instagram Our values are enthusiastic, collaborative and forward-thinking Kier Group I Registered in England No. 5606089 Registered Office: Tempsford Hall, Sandy, Bedfordshire, SG19 2BD From: [REDACTED] [REDACTED] January 2017 16:11 To: [REDACTED] Subject: Re: Ref: [REDACTED] Handy Cross Roundabout Dear Sirs With reference to my enquiry about work at the handy Cross Roundabout, I attach an article written by local [REDACTED] Could you advise me please if there is any news on the suggested works for J4 (M40). Nothing seems to have happened since my first enquiry in April 2014. We continue to see vehicles cut across from the near side lane to go to the westbound M40 or to Marlow Bottom. I have experienced near misses on several occasions.	

HIGHWAYS ENGLAND CUSTOMER CONTACT CENTRE
CALL REFERENCE: [REDACTED]

Best wishes

[REDACTED]

[REDACTED]

[REDACTED]

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

[REDACTED]

[REDACTED]

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

31 January 2017

[REDACTED]

From: [REDACTED]
Sent: 30 January 2017 16:14
To: Highways England
Cc: [REDACTED]
Subject: FW: Ref: [REDACTED] Handy Cross Roundabout

Dear CCC,

Please can you turn the below in to a Hail and then send to
OPSSECorrespondenceTeam@highwaysengland.co.uk for them to action.

Kind regards,

[REDACTED]

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Our values are enthusiastic, collaborative and forward-thinking

Kier Group I Registered in England No. 5606089
Registered Office: Tempsford Hall, Sandy, Bedfordshire, SG19 2BD

From: [REDACTED]
Sent: 30 January 2017 16:11
[REDACTED]
Subject: Re: Ref: [REDACTED] Handy Cross Roundabout

Dear Sirs

With reference to my enquiry about work at the handy Cross Roundabout, I attach an article written by local WDC Councillor Brian Pearce.

Could you advise me please if there is any news on the suggested works for J4 (M40). Nothing seems to have happened since my first enquiry in April 2014.

We continue to see vehicles cut across from the near side lane to go to the westbound M40 or to Marlow Bottom. I have experienced near misses on several occasions.

Best wishes

[REDACTED]

MFP 27-1-17

Roundabout is most complicated

I READ with great interest the article in the Bucks Free Press regarding the Handy Cross roundabout, particularly the signage and the fact that some local residents and visitors feel they are almost taken their lives in their hands when they drive through the Handy Cross roundabout, particularly around the exit to the A404 Marlow bypass.

The signage is a bit vague at that point, it indicates that lanes 1 and 2 are for the Marlow bypass and the M40 Oxford and Birmingham and the A4010 Aylesbury is in Lane 3. -

But I also believe that the Marlow Bottom turn and the old Burrows Grove turn is for Lane 3, but I think there is so much confusion at this point. I have seen many near misses, also involving myself when I am in lane 3 and vehicles cut across from Lane 2.

I have written to the highways agency in the past pointing this out and asking for the signage to be more clear so I was highly delighted to read that other councillors and residents are also concerned about the signage on the Handy Cross roundabout; and lets face it, its one of the most complicated and sophisticated traffic light controlled roundabouts in the country.

At a full council meeting presentation some time ago I stated that when the park and ride car park moves from Cressex island to the Handy Cross hub a lot of people from the west side of High Wycombe, Lane end and Marlow area will not want to patronise the new park and ride because they won't want to drive through Handy Cross roundabout.

A high profile official at the council stated if people are not prepared to drive through there, they should not be on the road. I now feel vindicated because of the concerns shown by other councillors and drivers.

WDC Cllr Brian Pearce, Booker and Cressex

On 22 Jun 2016, at 12:04, [REDACTED] wrote:

[REDACTED]

I would like to thank you for your email.

Highways England are now reviewing the options proposed at the M40 J4 Handy Cross junction and will use these to form a package of suggested improvements throughout the A404 as part of a wider A404 route strategy. Once completed, funding will be bid for in the next Roads Investment Strategy funding application period.

I would again like to offer our thanks and for any other queries, please contact HECCC. They are available 24 hours a day by phone: 0300 123 5000 or by email: info@highwaysengland.co.uk

To help us improve our service, we would be grateful if you could spare a few moments to complete our [customer feedback survey](#).

Kind regards,



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Our values are enthusiastic, collaborative and forward-thinking



From: [Redacted]
Sent: 13 June 2016 12:52
To: [Redacted]
Subject: Re: Ref: [Redacted] Handy Cross Roundabout

Hello [Redacted]

With reference to your last email is there news of the status of the review, please?

Thanks and best wishes



On 3 Aug 2015, at 09:16, [Redacted]
[Redacted]

Dear [Redacted]

Reference Number: [Redacted]

I would like to thank you for getting back in contact regarding the Handy Cross Roundabout.

The team are now in the process of reviewing the operation of the junction and lane designations, both signing and road markings. The points you raise will be considered and assessed also. Once the review is completed, the proposed scheme will be submitted to Highways England for consideration for future funding.

I am afraid at this time, there is no further news on this however I hope that you are pleased to hear the review is currently underway.

Kind regards,



[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 24 July 2015 10:10
To: [REDACTED]
Subject: Re: Ref: [REDACTED] Handy Cross Roundabout

Hello [REDACTED]

Thanks for your email. Is there any further news on this, please? The Handy Cross roundabout is as difficult as ever with vehicles crossing lanes without adequate indication due to the poor signage.

With best wishes

[REDACTED]

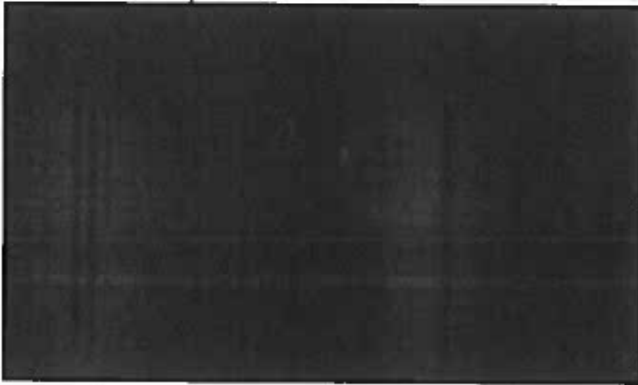
From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Sent: Monday, 26 January 2015, 11:48
Subject: Ref: [REDACTED] Handy Cross Roundabout

Dear [REDACTED]
Reference number: [REDACTED]
Thank you for contacting the Highways Agency Information Line (H.A.I.L.). Your query has been forwarded to Area 3 EM Highway Services Ltd, we work on behalf of the Highways Agency and are responsible for the day-to-day operation and maintenance of the Handy Cross Roundabout.
Thank you for your feedback regarding the signage for the roundabout. I have been in contact with our Signs Team who have advised that there is potentially a study planned for the junction to investigate the signing and lining. Funding needs to be bid for and approved for this to go ahead.

It is my understanding that the proposed study will be progressed as soon as it has been possible to arrange the necessary funding.

I would again like to offer our thanks and for any other enquiries/queries please do not hesitate to contact H.A.I.L. They can be contacted 24 hours a day by phone: 0300 123 5000 or by email: ha_info@highways.gsi.gov.uk

Yours sincerely,



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