

Our ref: CRS 767634

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

21 December 2018

Dear [REDACTED]

## M23 road lights

Thank you for your email to the Highways England Customer Contact Centre on 27 November regarding M23 road lights not working at Gatwick South Terminal roundabout and the surrounding junctions. I have handled your enquiry under the Freedom of Information Act 2000.

### 1. How many complaints or requests for information, between 1 January 2017 to date, Highways England has received with regards to road lights not working at Gatwick South Terminal roundabout and the surrounding junctions?

We have received 23 calls from customers about the lights in this area. Please see below the calls received per junction:

Location	Number of logs
M23 junction 9	10
M23 junction 10	8
M23 junction 11	5

### 2. How many road traffic incidents have been recorded in that area?

Our records show there were 10 road traffic incidents recorded within 150 meters in either direction of the roundabout. This data only contains accidents in 2017 where an injury has occurred. There is currently no validated data for 2018. This should be available in 10-12 months.

Unfortunately, we have no data on non-injury accidents, as this is compiled by the Police, who only get involved in the event of an injury. All other accidents would be dealt with between the drivers and their insurers and we have no knowledge of those incidents.

### 3. Why these road lights aren't working as they've not been on for more than 12 months?

These road lights are not working due to UK Power Networks cable failure. This has been reported to them on several occasions. We have been asking for this to be corrected as soon as possible.

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](mailto: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 767634* in any future communications.

Yours sincerely

[Redacted signature]

[Redacted name]

[Redacted title]

[Redacted contact information]

