

Our ref: CRS 768,219

[REDACTED]
[REDACTED]

Operations Customer Service Division
Correspondence Executive
The Cube
199 Wharfside Street
Birmingham B1 1RN

23 January 2019

Dear [REDACTED]

I refer to your request of 4 January 2019, under the Freedom of Information Act 2000. In this request, you asked:

This request concerns data held by Highways England on applications for “brown signs” advertising tourist attractions and facilities.

1) Please provide a list of all applications for a brown sign instillation providing information on

a) The name of the attraction

b) Whether the application was successful or rejected

c) Any data held in machine readable form in your database about the reason the application was successful or rejected

d) Any other data held in machine readable form about the application providable within the cost limit

Please provide information for each of the last five financial years, and the current financial year to 01.01.19

2) Please provide a copy of all guidance held by Highways England on eligibility for brown signs.

3) Please state the total gross income for Highways England (I.e., charges for installations) in each of the last five financial years and the current financial year to 01.01.19 from brown sign installations.

4) Please state the total net income for Highways England (fee income for charges - installation costs) in each of the last five financial years and the current financial year to 01.01.19 from brown sign installations.

Regarding your first question, following a search of our electronic records, I can advise that the information you requested is not held by Highways England.

With regard to question 2, attached is the relevant extract from the *Design Manual for Roads and Bridges* on eligibility for brown signs.

In response to questions 3 and 4, there is no net or gross income from the installation of brown signs. Costs incurred by Highways England, in respect of this work, is always covered by the requestor.

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 768,219 in any future communications.

Yours sincerely

Operations Customer Service Division