

Our ref: 770740

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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

[www.highwaysengland.co.uk](http://www.highwaysengland.co.uk)

24 June 2019

Dear [REDACTED]

Thank you for your request for information about our management of litter and debris on the M25 dated 24 May.

I am dealing with your request 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.

Please see enclosed our record of litter collected within the specified location (MP 149/4) along with our inspection results.

Marker Post (MP) locations are listed at the top of the litter inspections tables, in the row labelled 'Locations (mp)'. For ease I have highlighted the relevant location with arrows (MP 149 – 148). The colour coding represents the grade given to each location.

- Green = A/B
- Amber = C
- Red = D

We follow the DEFRA Code of Practice on Litter and Refuse which requires us to ensure that our network is, so far as is practicable, regularly kept clear of litter.

A copy of the 'Code of Practice on Litter and Refuse' is available in the link below where the definitions of grades of cleanliness are detailed within section 7.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/218806/cop-litter.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/218806/cop-litter.pdf).

For reference, I have also detailed the grades below:

- Grade A: No litter and/or refuse
- Grade B: Predominately free of litter and/or refuse except for some light scattering
- Grade C: Widespread distribution of litter and/or refuse with minor accumulations
- Grade D: Heavily affected by litter and/or refuse with significant accumulations

As a minimum, any areas identified as Grade C have to be litter picked to at least Grade B standard within 28 days. Any areas identified as a Grade D have to be picked to at least Grade B within 7 days.

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 770740 in any future communications.

Yours sincerely

[Redacted signature]

[Redacted name]

Team Executive - OD SE Business Management Team  
[OPSSECorrespondenceTeam@highwaysengland.co.uk](mailto:OPSSECorrespondenceTeam@highwaysengland.co.uk)