

Our ref: 100091
Your ref:

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Email:

Direct Line:

11 July 2019

Dear

Freedom of Information Act Thetford Ranges signing

Thank you for your email of 5 July requesting information under the Freedom of Information Act 2000 about “Thetford Ranges” signing. We have now completed our search for the information requested. I have extracted the elements of your request and respond as follows:

1. *For as many years as can be provided, on how many occasions has Highways England been required to remove the letter “O” from a sign reading “Thetford Ranges”?*

Since 1 April 2017, we have had to correct “Thetford Ranges” signing on 2 occasions.

2. *Please provide any costs involved in completing this task.*

We do not hold spend information as our maintenance contracts are structured so that our service providers are paid a “lump sum” for a wide range of general maintenance activities such as general repairs, graffiti removal, sweeping, grass cutting and repairing potholes.

3. *Please provide the earliest available time this task has needed to be completed.*

Once we have arrived on scene, we have generally been able to complete repairs within 30 minutes.

4. *If available, please provide any other examples of Norfolk signs which have required similar repairs after being changed by vandals and what they have been change from and to.*

There have been no other signs on the strategic road network in Norfolk, ie the A11 or A47 that have needed similar repairs.

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 our Customer Contact Centre on 0300 123 5000; or email 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 100091 in any future communications.

Yours sincerely

Business Management Team Leader
Operations (East)
Email: