

Our ref: EIR 100057

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

Email: [REDACTED]

26 July 2019

Dear [REDACTED]

A20 Drainage lagoon

Thank you for your email of 27 June 2019. I have handled your request under the Environmental Information Regulations 2004 for information about the A20 Drainage lagoon.

Please see below your questions and our answers:

Who do we contact for compensation?

Redclaims team – claims@connectplusm25.co.uk

A detailed inventory of the works carried out to the Lagoon since the flood of 2005, including inspection dates and remedial measures, works undertaken and faults found.

Please see Appendix.

In 2016 we changed the system we use to record our inspections so information prior to this date is in a different format.

The pond was last inspected in 2018 and a barrel was sighted near the outlet which was removed. There were no other defects noted, and the silt level in the pond was not noted to be high. The water level was as expected.

In 2014 a pond de-silting package was completed, which removed silt from the bottom of the pond to improve the infiltration of stored water to the surrounding soil. Once the package was completed, the water level in the pond was monitored after significant rainfall events and this showed that the project was successful.

We're unable to provide any records prior to the project in 2009.

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. 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 EIR 100057 in any future communications.

Yours sincerely

[Redacted signature]

[Redacted signature]

OD SE Business Management Team