

Our ref: EIR 100107

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

Email: [REDACTED]

7 August 2019

Dear [REDACTED]

### **A20 Holding pond**

Thank you for your email of 10 July 2019. I have handled your request under the Environmental Information Regulations 2004 for information about the A20 Drainage lagoon at Swanley, situated near the bottom of Pinks Hill.

Please see below your questions and our answers:

***October 2006 a press cutting states that the lagoon will be dredged following the overflow which flooded Pinks Hill houses in the Autumn of 2005 - did this take place?***

We do not have any records of this.

***Was a maintenance strategy put in place? If so, what was that strategy.***

Our maintenance regime is based on de-silting as required. Inspections are carried out every two years. If inspections indicate water levels are not reducing after rainfall or there is a high level of silt on the pond base, de-silting activities are programmed.

***Please provide records of maintenance since Autumn 2005.***

De-silting was completed in 2014 after inspections indicated the pond was not performing as expected.

***2015- maintenance was due to widen the lagoon - did this take place?***

We're not aware of any proposal to widen the lagoon in 2015.

***Regarding the history of flooding from the lagoon, has Highways England (formally the Highways Agency) acknowledged negligence i.e. recompensed the unlucky residents living in the vicinity of the lagoon.***

Having checked with our relevant claims team, we have not compensated residents in relation to this issue.

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 EIR 100107 in any future communications.

Yours sincerely

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OD SE Business Management Team