

Our ref: 100664
Your ref:

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Email:

Telephone:

7 January 2020

Dear

Freedom of Information Request A14 Orwell Bridge - closures

Thank you for your email of 19 November requesting information about closures of the Orwell Bridge from 1 January 2015 to the most recent date available. We have completed our search for the requested information. Please accept my apologies for this delayed reply.

Under [Section 21](#) of the Act, we are not required to provide information that is already reasonably accessible to you. Information about Orwell Bridge closures covering the period 1 January 2015 to 3 September 2016 can be found online at <https://www.gov.uk/government/publications/a14-orwell-bridge-foi>

Please find attached spreadsheet providing closure information, where held, for the period 4 September 2016 to 30 November 2019, the most recent validated date available. I should advise you that we changed our database in which this information is recorded in late 2016. However, as requested, we have aligned the data extracted from this new database as closely as possible to that of our previous response (available via the above link) as follows:

- | | |
|---------------------------|-----------|
| a) The date | Column C |
| b) The time it was closed | Column AH |
| c) The time it reopened | Column AI |
| d) Reason for closure | Column AC |
| e) Extent of closure | Column AF |

To clarify, *whole carriageway closed* means closure of either the eastbound or westbound carriageway and *total carriageway (both carriageways)* means both eastbound and westbound carriageways closed at the same time.

Safety of all road users is our priority and closing Orwell Bridge during inclement weather such as high winds is not a decision that we take lightly and is always done in liaison between our emergency planners, the emergency services, the Met Office (for weather related incidents) and local authority emergency planners. Sometimes, however, it is not our decision to close the bridge and the police will use their powers to do so in order to preserve and record evidence at the scene of an incident or to keep a vulnerable person safe.

We also recognise that in delivering planned work to maintain or improve either the bridge structure or its road surface, there is never an ideal time to carry out our work and drivers and our neighbours will be inconvenienced. However, we do try and minimise the inconvenience by completing as much work as possible overnight when traffic flows are lower.

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 100664 in any future communications.

Yours sincerely

Business Services Manager (Customer)
Operations (East)
Email: