

[REDACTED]

From: [REDACTED]
Sent: 21 January 2020 09:18
To: [REDACTED]
Subject: Highways England - FOI 100719 - A14 street lighting and damaged parapet

Dear [REDACTED]

Thank you for your emails to my colleague on 11 & 15 January and your telephone call and email to our contact centre on 13 & 16 January regarding the A14. These have all been passed on to me to reply as the Senior Administrator for Suffolk.

I appreciate the information you have provided about the location of defective lighting. I understand you have already spoken to my colleague regarding the repairs needed in the locations you are concerned about.

Turning to the damaged parapet at Claydon between junction 52-53 on the A14. The lower speed limit and temporary barrier are in place because of accident damage to the bridge parapet meaning that it cannot safely absorb any further impact at a higher speed. When structures suffer collision damage, it is not always the case that a straight forward repair can be carried out. The damaged section details have been added to our list of Damage to Crown Property (DCP) assets. Repairs to the section will be prioritised, based on safety critical need, against all other DCPs within our region. Any insurance claim regarding the damage is dealt with separately and would not have an effect on when repairs are made.

We are aware of the defects on the carriageway on the westbound A14 near Sproughton and we have previously put out mitigation signs to warn drivers to take care here. Repairs have been programmed for next week although this is subject to discussions with the local authority, who also have works planned locally.

Regarding your latest email of 16 January and the closure of the Orwell Bridge last week. The decision to close the bridge is never taken lightly and we are aware that closures of the bridge cause severe disruption in and around Ipswich. The official diversion for drivers heading east towards Felixstowe is to leave the A14 at junction 55 and travel through Ipswich. This diversion route is well publicised in the media and signs are in place to remind drivers to leave the A14 at junction 55. The A14 remains open up to junction 56 for local traffic access.

Turning now to your requests made under the Freedom of Information Act. In your email of 11 January 2020, you asked ***please provide me with the names of the people who make these decisions (and someone has decided not to repair them yet) so that I can approach them directly. Road safety is everyone's business.*** In your email of 15 January, you asked ***If a decision is taken that this is not going to be done before the weekend, under the Freedom of Information Act I would like to know the name of the worker who makes this decision.***

We are withholding this information in reliance of [Section 40](#) of the Freedom of Information Act because it constitutes personal information. Any information we provide under the Act is considered a release of information into the wider public domain.

By releasing the name and contact details of an individual within Highways England under the Freedom of Information Act would be a release into the wider public domain and that individual's personal life may subsequently be impacted. This could result in, but not be limited to, further unsolicited contact through social media or other online professional platforms such as LinkedIn

and may constitute a breach of the Data Protection Act, which protects the personal information of individuals.

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 the Information Line 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 100719 in any future communications.

Kind regards

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