

Our ref: 101348

Via email

Highways England
National Traffic Operations Centre
3 Ridgeway
Quinton Business Park
Birmingham
B32 1AF
United Kingdom

17 September 2020

Dear

I am writing to confirm that we have now completed our search for the information, which you requested on 15/08/2020. Please see the below request.

Could you please supply the following information.

How many staff members have been dismissed due to mistakes, errors and bad practice in operating the electronic and fixed signage on our Country's motorways and roads?

This should include any malpractice regarding errors causing unnecessary delays, incorrect lane closures, and any other display of unprofessional and inept behaviour, lack of due diligence etc.

Please see the below responses:

Employees within Highways England's Operations Directorate, are responsible for managing the signs and signals on our network. From 1st February 2018, 1 employee has been dismissed. This dismissal was due to failure to log incidents correctly in accordance with our procedures, which impacts upon the signs and signals set. Please note, the 1st February 2018 was when the recording database/HR System went live.

At Highways England we are committed to providing a culture with a focus on Health and Safety. As a result of any breaches we revise and update our policies and procedures accordingly.

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/complaintsprocedure>

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 FOI 101348 in any future communications.

Yours sincerely

HR Manager – Employee Relations
Human Resources
Highways England | The Cube | 199 Wharfside Street | Birmingham | B1 1RN
Web: www.highwaysengland.co.uk