

Our ref: EIR 756 511

[REDACTED]  
Highways England  
Bridge House  
Walnut Tree Close  
Guildford  
GU1 4LZ  
[www.highways.gov.uk](http://www.highways.gov.uk)

27 November 2017

Dear [REDACTED]

### **A2 Roadworks between Canterbury and Barham**

We have now completed our search for the information you requested on the 29 October in relation to roadworks on the A2 between Canterbury and Barham. Your request has been dealt with under the terms of the Environmental Information Regulations 2004.

I will answer each of your questions below:

#### **What provision was made for informing local residents about the plans affecting access to their properties? (No notification was received by us or our neighbours in the village of Wootton)**

Our service providers, Aone+ sent out newsletters to residents who would have been directly impacted by the work, who lived either on the network, or in the immediate area and advanced warning signs with information and contact details were on the A2, information is also available online. Letters were not sent to residents in the surrounding area, like Wootton as it was felt that the residents would not have been directly impacted. We have forwarded your comments to Aone+, who will take your comments into consideration when reviewing their current processes.

#### **What provision has been made for diversions and signs informing motorists of alternative routes? (There are currently no signs in the lane from Wootton to the A2. We have also been told by people undertaking the work that: "We forgot to put the signs out".)**

Signs for the diversion have been placed along the network; directing drivers via the A299 and the A256. This diversion runs between the Brenley Corner Roundabout and the Whitfield Roundabout. Diversion signs are in place at the exit of the lanes on to the A2, directing drivers away from closed areas towards one end or the other of the A2 depending on where they are. The Aone+ Traffic management team has confirmed that the diversion signs were put out as planned, but again we have passed your comments on to them.

**Driving around the Kent countryside looking an open route to the villages of Denton, Shelvin, Denton, Wootton, Sheperdswell, Eythorn etc incurs both additional time, cost and a loss of business for local residents and business owners. What provision has been made for compensation?**

Highways England has a duty to maintain its motorway and trunk road network, which at times will mean that the network is closed. Whilst we regret the inconvenience that this causes motorists, Highways England does not provide compensation for this or the delays caused.

**Why is the work on the A2 taking so long? What contract terms exist in the contractor's agreement to ensure that the work is carried out in a timely manner?**

Unfortunately, due to urgent works taking a priority, there have been delays in the completion of the A2 works. This is due to be completed on 22 December, approximately one week behind the original schedule. But this is subject to change if any other urgent issues that may arise in that time.

The Service Provider's process for the development and construction of schemes includes a requirement for Highways England to scrutinise and agree to the time frame, proposed by the contractor, for the delivery of schemes. These are contractually binding processes to which the contractor is obliged to adhere.

One of the contractor's key performance indicators is based on their ability to manage the network to enable the expeditious movement of traffic. Some of the factors considered under this measure includes project overruns, postponements and cancellations. Performance on any of these measures could impact on the renewability of the contract; thereby incentivising the Provider to, as much as is practicable, provides a free-flowing network.

**What provisions exist to ensure that the restrictions and road enclosures are limited to those necessary for the work currently underway? (In our experience, there are long periods when the affected roads are closed with no evidence of work being undertaken anywhere near the locality.)**

To maintain a safe working area for our operatives, closure points are placed at a safe distance from where they are working. These closure points are also set to ensure that motorists leave the closed road at the point where they can pick up a diversion route. This sometimes means that there are some areas where there is no obvious sign of work taking place. In some circumstances access will be allowed for residents, and in all circumstances for the emergency services.

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 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 [CRS 756 511] in any future communications.

Yours sincerely

[Redacted signature]

[Redacted name]

[Redacted title]

[Redacted contact information]