

Our ref: 18493686

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Peter Silverman  
Email: [request-425623-6c049dbb@whatdotheyknow.com](mailto:request-425623-6c049dbb@whatdotheyknow.com)

15 September 2017

Dear Mr Silverman

Thank you for your email on 14 September 2017, regarding our response time to your Freedom of Information request (FOI) about the M25 litter hotspots.

I can confirm we have a legal responsibility to reply to an FOI within the allotted time of 20 working days. This allows us time to investigate and liaise with a number of departments to provide a full and accurate response. We endeavour to provide an informative response as quickly as possible once we have received and validated information from our partners.

We hope this has helped clarify the reasoning behind our timescales and thank you for your feedback. If you require any further information please contact the Highways England Customer Contact Centre. They are available 24 hours a day by phone: 0300 123 5000 or by email: [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). Alternatively you can visit the Highways England website at [www.highways.gov.uk](http://www.highways.gov.uk).

Yours sincerely

*K Jackson*

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