

Our Ref: EIR 101435

Mr Andrew Wright
request-692584-a11f488b@whatdotheyknow.com

Nicole Westera
Head of Performance,
Assurance and Business
Services

Operations Directorate Midlands
Floor 9 The Cube
199 Wharfside Street
Birmingham
B1 1RN

www.highwaysengland.co.uk

07 October 2020

Dear Mr Wright

Request for information under the Environmental Information Regulations 2004

Thank you for your request for information dated 21 September 2020. Your request has been dealt with under the terms of the Environmental Information Regulations 2004.

This is because the information requested concerns measures and activities affecting or likely to affect elements of the environment or affect factors such as noise, pollution discharges and other releases into the environment.

In your request you said:

Overgrown verges declared 'death trap' at busy M6 junction with A500
<https://www.stokesentinel.co.uk/news/stoke-on-trent-news/overgrown-verges-declared-death-trap-4517118>

All complaints about the junction in the last 3 years
responses to complaints
the clearing attendances
the agent responsible for clearing
the obligations of the agent keeping the road clear
all instructions to the agent
all replies from the agent
the cost of clearing

Highways England is committed to the wider government transparency and open data agenda and is committed to help people obtain the information they are looking for. Unfortunately, in this case it is not clear what information you are requesting. Therefore, your request has been refused under the exception in [Regulation 12\(4\)\(c\)](#) of the Environmental Information Regulations 2004 covering requests formulated in too general a manner.

Whilst we have refused this request this would not preclude us from providing information in response to a more focused request in the future. For example:

All complaints about the junction in the last 3 years

The subject of the complaints you wish to see. For example complaints about vegetation and rubbish.

Responses to complaints

The subject of the complaints you wish to see the responses to. For example complaints about vegetation and rubbish at this location.

The clearing attendances

A description of what you mean. For example, you might want to see information about the dates on which Highways England attended this location to remove vegetation and rubbish.

The agent responsible for clearing

A description of what you mean. For example, you might want to know who is responsible for clearing vegetation and rubbish at this location.

The obligations of the agent keeping the road clear

A description of what you mean. For example you might want to know what the obligations are of the authority responsible for clearing vegetation and rubbish at this location.

All instructions to the agent

A description of what you mean and the information you would expect to see in the 'instructions to the agent'.

All replies from the agent

A description of what you mean and the information you would expect to see in 'the replies from the agent'.

The cost of clearing

A description of what you mean. For example you might want to see information about how much it has cost Highways England to attend this location in order to remove vegetation and rubbish.

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/complaints-procedure>

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 wish to discuss any of the above, please contact me. Please remember to quote reference number EIR 101435 in any future communications.

Yours sincerely

Nicole Westera

Nicole Westera
Head of Performance, Assurance and Business Services