

Our ref: FOI 101574

Mr Robert Collins  
<request-705220-  
2a712b31@whatdotheyknow.com>

Nicola Patchett  
Business Manager,  
Commercial and Procurement  
Lateral  
8 City Walk  
Leeds  
LS11 9AT

Tel: 0300 470 2534  
7 December 2020

Dear Mr Collins,

**FOI 101574**

I refer to your request dated 11 November 2020 under the Freedom of Information Act 2000 for information in which you asked for a definition of planned works.

I am writing to advise you that, following a search of our electronic records, I have established that the information you requested is not held by Highways England as we do not define work as under the term 'planned'.

However, you may find the following information in the document link below (pages 51 to 53) useful. The information shows the five categories that Highways England uses to categorise the work it undertakes and with definitions for each category. Following these five categorisations it is considered that planned work is any work that is neither an immediate-emergency or immediate-urgent works:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/43578/street-works-code-of-practice.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/43578/street-works-code-of-practice.pdf)

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.

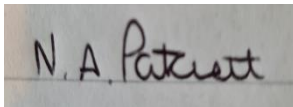
If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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 **101574** in any future communications.

Yours sincerely

A rectangular box containing a handwritten signature in dark ink. The signature appears to be 'N. A. Patchett' written in a cursive style.

Nicola Patchett,  
**Commercial and Procurement, Business Manager.**