

**From:** Amor, Laura [mailto:Laura.Amor@highways.gsi.gov.uk]  
**Sent:** 30 March 2011 12:10  
**To:** 'samantha@aloehealthuk.com'  
**Cc:** 'info@cpre.org.uk'; 'petersilverman@cleanhighways.co.uk'; 'paicejet@parliament.uk'  
**Subject:** Litter Abatement Orders

Dear Samantha,

Thank you for contacting the Highways Agency website regarding the litter on the A14 from Cambridge towards Newmarket. Your email has been forwarded to me in the Route Performance Team for the motorway and trunk road network within Cambridgeshire.

Area Road User Satisfaction Survey (ARUSS) is an at home survey of road users and neighbours of our network. It is a continuous rolling programme of surveys with 66 interviews per month in each area to achieve 393 interviews over 6 months in each of our 13 management areas. It measures road users' attitudes on area level issues; identifying what the area team needs to do to improve its services to customers. It includes questions on safety, conditions of the road, for example, road noise, litter, signing, congestion and roadworks.

The latest results which includes Cambridgeshire area from (February to August 2010) can be accessed on the HA website:

<http://www.highways.gov.uk/customer/25159.aspx>

Road users are regularly asked how satisfied they are with the Agency's network in the area where they live. The results from the latest survey in this area showed that 90% (277 out of 308) of respondents said there was some litter but not much; twelve said there was quite a lot and six said there is a great deal of litter. We ask respondents who have seen litter where it was and twelve respondents mentioned locations on the A14.

Whilst the Highways Agency is responsible for the maintenance of the trunk road network, it is not responsible for the clearance of litter along all these roads. Under the provisions of the Environmental Protection Act 1990: Code of Practice on Litter and Refuse, the sweeping and clearing, the great majority of the trunk road network is the responsibility of the District and Borough Councils through which they pass.

Regular communication is forwarded to district and borough councils from the Highways Agency's managing agents, Carillion-WSP, reminding them of their responsibilities with regards to litter collection. We are currently organising with all the District Councils in the Cambridgeshire area to hold a litter forum meeting to tackle the litter problems and issues.

The clearing of litter from trunk roads such as the A14 often requires traffic lane closures to protect the workforce and the travelling public, while litter picking takes place. The extent of traffic management required and the delays caused to traffic have to be considered and this may limit the amount of litter clearance that can be accomplished. Carillion-WSP do inform the councils of the times and dates of when routine maintenance operations are taking place on the network, so that the council's workforce can utilise the traffic management in place for those works to perform litter collection activities.

I agree with your paragraph concerning community service to the people being caught throwing litter but on health and safety grounds, we would not advise this.

I trust this will give you reassurance that we take the issue of litter seriously and will work with the District and Borough Councils and our Managing Agents to improve the situation.

Regards

Laura

**Laura Amor, Route Performance Administrator**

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