

Our ref: CEO 211-12  
Your ref:

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24 May 2012

*Dear Mr Edgington*

Thank you for your email of 20 April to Helen Nelson, copied to Justine Greening MP, about Mr Dalton's letter to you of 5 April. I am replying in Mr Dalton's absence from the office and apologise for the delay in doing so.

I am sorry you feel that our reply of 5 April fails to answer the points raised in your complaint of 22 March. Unfortunately, the litter motorists drop from their vehicles builds up very quickly and litter which is cleared away one day can be quickly replaced within a few days. We are fighting an overwhelming battle to keep our road network clean and litter free.

We understand that the M32 is the gateway to Bristol. We pick litter on a regular basis. As our service provider Balfour Beatty Mott MacDonald (BBMM) has explained, the hard shoulders south of junction 2, including Eastville viaduct, are narrower than standard and need full lane closure traffic management to carry out the work safely. This is both costly and carries its own health and safety risks when being installed. Junction 1 was cleared at the start of March when traffic management was installed for this and other tasks.

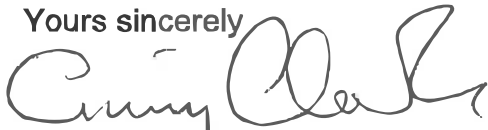
BBMM has forwarded your latest email of 2 May which enclosed a photograph of litter on the offside of the slip road at M32 J1. This location is difficult to access safely and the traffic management alone would cost £1000. Clearance of this litter will be programmed with other works to get best value from the traffic management.

You may be interested to know that we spent £261,000 on litter picking in the South West, Area 2 in the last financial year 2011/12. We would like to keep our whole network clean and free from litter at all times but we have a limited maintenance budget which covers all aspects of maintenance, of which litter clearance is only a part. Priority must however be given to safety critical maintenance work, including the likes of barrier and drainage maintenance.

The Environmental Protection Act code of practice, a copy of which has been sent to you, states at paragraph 11.4.7 that for Motorways litter picking should be combined with other maintenance operations (such as sweeping and gully emptying).

I hope that you feel that the above does now answer your questions. However, I have attached a copy of "Putting Things Right", the Highways Agency's complaints procedure, should you feel this is not the case.

Yours sincerely

A handwritten signature in black ink, appearing to read "Ginny Clarke". The signature is fluid and cursive, with a large initial "G" and a long, sweeping tail.

Ginny Clarke  
Board Director