

From: CustomerCare.area10 [<mailto:CustomerCare.area10@bbmmjv.com>]
Sent: 22 April 2015 06:51
To: Michael Pease
Subject: RE: Litter junction 2 M60 cc30087

Dear Mr Pease,

Thank you for your follow up email regarding litter. I have addressed your points in turn.

1. Please let me know the outcome of the next inspection. I think that is the very least information you should provide following a litter complaint.

As previously mentioned, the next inspection of the M60 J2 is planned to take place around early May. If you would like to find out about the outcome of the inspection, I advise you to contact us at the end of May for this information. Regrettably, we do not have the system or resource capability to provide every customer with a follow up response on the outcome of litter (and any other) inspections.

2. Do you admit that currently you are putting the Highways Agency in breach of its statutory duty to keep the network clear of litter? I have copied Andrew Olive of Highways England to this email.

No. BBMM works closely with colleagues in Highways England (formerly the Highways Agency) to deliver a robust litter picking strategy, prioritising the worst affected areas. Please be assured that BBMM's maintenance teams work extremely hard to keep the network clear of litter. As evidence of the extensive litter picking taking place, in addition to the two areas you mentioned, across the 500 kilometres of road network, we have collected a 25,076 bags of litter between January 2015 to March 2015. That equates to an average of 8,358 bags per month or 50 bags per kilometre of road.

3. Further, when is the Bowden roundabout/sliproads going to be cleared of litter? You have avoided answering this question. You have already admitted there is a problem and under the litter code of practice you have 28 days from the date of a complaint to clear the litter.

As previously mentioned, for safety reasons we require traffic management to litter pick at the roundabout. As there is a project and worksite nearby, the timing of the traffic management needs to be coordinated. Our maintenance teams are working closely to identify opportunities when the traffic management can be implemented and the litter picking can take place. For now, I do not have a date.

Kind regards

Dianne Bate

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