

From: James Miller
To: Customer Services <CCustomerservicesxxwestberks.gov.uk>
Sent: Tuesday, 9 December 2014, 16:28
Subject: Re: RE: Formal Complaint A34 Litter

Dear Nikki,

Thanks for your email and apologies for the delay in responding.

My understanding is that the A34, including the roundabout under the M4, is an All Purpose Trunk Road which is part of the Highways Agency's Network.

However, whilst the Agency is responsible for all other aspects of ATPR maintenance the relevant local authority is responsible for cleaning them unless that responsibility has been transferred to the Agency under S86(1) of the Environmental Protection Act or as part a DBFO arrangement. Neither applies to any section of the A34.

The Highways Agency are therefore only responsible for cleaning the M4 down to the end or the slip roads. Cleaning the roundabout under the M4 and the rest of the A34 in your area is the responsibility of West Berks.

The HA authority have informed me that they do not accept your assessment of responsibility and only litter pick on a goodwill basis.

Do West Berks accept this assessment?

Has the council not been cleaning any of the A34 in their area?

I look forward to hearing from you.

Yours sincerely,

Mr James Miller.

From: Customer Services <CCustomerservicesxxwestberks.gov.uk>
To: James Miller
Sent: Thursday, 6 November 2014, 9:35
Subject: RE: RE: Formal Complaint A34 Litter

Dear James,

Thank you for your further enquiry. I have spoken with our Waste Services team who have investigated your litter complaint at the A34 roundabout underneath the M4. Their response was as follows:

West Berkshire Council only covers the roads leading to the roundabout. The roundabout itself is a Highways Agency responsibility.

I trust that this clarifies the matter for you. Please forward your complaint to the Highways Agency: ha_infoXXhighways.gsi.gov.uk

Please do not hesitate to contact Customer Services again if we can be of any further assistance.

Regards

Nikki

Customer Services West Berkshire Council Market Street Newbury RG14 5LD
(01635) 42400 | customerservicesXXwestberks.gov.uk

www.westberks.gov.uk

We undertake regular surveys of our services. If you would be happy to complete a brief survey form please click the following link:

<https://www.westberks.gov.uk/index.aspx?articleid=22933>

Thank you for your assistance.

From: James Miller
Sent: 05 November 2014 19:55
To: Customer Services
Subject: Re: RE: Formal Complaint A34 Litter

I still haven't had a response regarding this, please can you follow up. Mr Miller.

On Tuesday, 28 October 2014, 15:52, Customer Services <CCustomerservicesXXwestberks.gov.uk> wrote:

Dear James,

Thank you for your enquiry. The details have been logged under our reference 48339 and have been passed to our Waste Services team for investigation/action.

Please do not hesitate to contact Customer Services again if we can be of any further assistance.

Regards

Nikki

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Thank you for your assistance.

www.westberks.gov.uk



Please consider the environment before printing this email

From: James Miller [<mailto:jamesvmillerXXrocketmail.com>]
Sent: 27 October 2014 15:11
To: Customer Services
Subject: Re: RE: Formal Complaint A34 Litter

Actually litter is the responsibility of West Berks not HA. Please confirm you have logged this complaint.

From: "Customer Services" <CCustomerservicesXXwestberks.gov.uk>

Date: Mon, 27 Oct, 2014 at 14:58

Subject: RE: Formal Complaint A34 Litter

Dear Mr Miller

Thank you for your enquiry. The A34 and M4 are maintained by the Highways Agency. They can be contacted on 0300 1235000 or the website address is as follows; <https://www.gov.uk/government/organisations>

Please do not hesitate to contact Customer Services again if we can be of any further assistance.

Regards
Sally

Customer Services Advisor

Customer Services West Berkshire Council Market Street Newbury RG14 5LD
(01635) 42400 | Ext 1325 smundayXXwestberks.gov.uk
www.westberks.gov.uk

From: James Miller [<mailto:jamesvmillerXXrocketmail.com>]

Sent: 26 October 2014 11:12

To: Customer Services

Subject: Formal Complaint A34 Litter

Dear Sir,

I travelled along the A34 in both directions on 14/10/14.

I noted a disgraceful amount of accumulated litter at the A34 roundabout underneath the M4. This area has not been cleaned for a long period of time.

This is contrary to your duty to "**to ensure, so far as is practicable, that their land is kept free of litter and refuse.**" In addition, your land should be not fall below B and should be cleansed to A on a regular basis.

I request that this litter is cleared within two weeks of your response or I will raise a Litter Abatement Order as per the Environmental Protection Act 1990

I also request litter cleaning statistics for this stretch of motorway for the **12 months** to September 2014 which you are obliged to provide according to the Environmental Information Regulations.

I look forward to your prompt response.

Yours faithfully,

Mr James Miller.

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