

Our ref: CEO 18639180/18650175

Peter Silverman

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26 February 2018

Dear Mr Silverman

### **Evidence of non-compliance by Highways England with their statutory duty on litter**

Thank you for your correspondence of 6 and 16 of February, addressed to Jim O'Sullivan, regarding litter on our network. I am replying to you as this issue falls within my area of responsibility.

I would like to thank you for bringing the issue of litter on our network to our attention. We do share your concerns about litter and have passed your correspondence on to the relevant teams for consideration and action as appropriate.

Although many of the reports in your email relate to parts of our network for which we do not have responsibility for litter picking, we do collaborate with the local authorities who have those litter picking responsibilities, to offer safe working areas for them to pick litter. Forward programmes of our planned works are issued to each local authority and any changes to the programme are shared in a timely manner within the relevant Street Cleansing/Environment team. We are pleased that engagement is paying off and we are working with authorities who are very motivated to keep their areas clear of litter. We do recognise that not all authorities seek or need our assistance though.

We have also introduced a new way of undertaking maintenance on the network. Asset Delivery means Highways England is bringing the responsibility for asset and operational decision making in-house, directly managing the assets and network operations. This means Highways England take direct control of road maintenance which enables them to decide when litter picking is planned, scheduled and coordinated.

As well as removing litter from the roadside, we are working with the Department for Transport in pursuing options for behavioural interventions. While much of our operational work involves collecting litter from the motorway network, we also recognise there is a need to stop people dropping it in the first place. We are therefore working collaboratively with organisations, such as Keep Britain Tidy, to try to achieve this. We have run

communication campaigns at Motorway Service Areas (MSA's) to influence customers to properly dispose of their litter. For example, we installed brightly coloured 'drive up to window height' funnel shaped bins at two MSA's, following a successful trial at one of the MSA's that showed a reduction in littering by 25% on the forecourt. Following that successful intervention we will continue to evaluate the impact of various types of 'drive up to window height bins' on the surrounding motorway where litter tends to gather.

This year we're again joining Keep Britain Tidy's national spring clean campaign; The Great British spring clean. This highlights the work we undertake 24 hours a day and 7 days a week to keep the network clean and safe. During last year's campaign we collected over 8,000 bags of litter from the network.

I do hope this reply assures you we are proactively working towards a safer, cleaner and tidier network. If you would like any further information, please contact our Customer Contact Centre. This will ensure that the correspondence is sent to the relevant team, who are able to address your concerns directly. They are available 24 hours a day by phone: 0300 123 5000 or by email: [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk).

Yours sincerely



Nick Harris  
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[www.highways.gov.uk](http://www.highways.gov.uk)