

Our ref: 18649685

Peter Silverman

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Chris Melbourne

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Dear Mr Silverman

Strategic Road Network Litter Standards

Thank you for your email of 14 February to Jackie Kilkenny, regarding the Connect Plus contract and its obligations in relation to maintaining litter standards.

Throughout the contract, there are many obligations that they are required to adhere so as to maintain standards across our network. The contract is performance based, which means that there are penalties in either a financial form or through the allocation of performance points if the standards are not upheld. This could result in termination of the contract if they do not meet the performance standards we expect.

Financial penalties are managed through the payment mechanism which is all dealt with in Schedule 25 of the contract (Payments). Performance points are set out in Schedule 18 (Performance Management). There are references to this throughout the contract, mainly in Schedule 9 (Service) and 14 (Asset Management). The Contract was previously published following a previous Freedom of Information request and can be found on the following link:

<http://webarchive.nationalarchives.gov.uk/20120810150657/http://www.highways.gov.uk/foiresponses/FOIresponses/35726.aspx>

The mandatory requirements for the maintenance of the network can be found in the Routine and Winter Service Code and the Network Management Manual. Both documents can be found on the link below:

<https://www.gov.uk/guidance/standards-for-highways-online-resources#network-management-manual-and-routine--winter-service-code>

Highways England monitors Connect Plus' performance by carrying out Environmental litter tours with them. During which we score the state of network. The target level of cleanliness is detailed within the Maintenance and Operations Environmental Management Plan which is written each year.

I thank you again for contacting us and I hope that this has helped with your enquiry. If you have any further questions regarding this or any other Highways England

issue please feel free to contact us via our 24 hour customer contact centre on 0300 123 5000.

Alternatively you can contact us via email: info@highwaysengland.co.uk, or access our website where information on all Highways England policies and procedures can be found: <http://www.highways.gov.uk>

Yours sincerely

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