

From: Peter Silverman - Clean Highways petersilverman@cleanhighways.co.uk
Subject: Highways England - M25 contract failings
Date: 20 March 2019 at 16:56
To: Jesse Norman MP jesse.norman.mp@parliament.uk



For the attention of Jesse Norman MP, Under-secretary of State for Transport

Dear Mr Norman,

One of the points I made when we met in July was that Highways England had no meaningful regime for monitoring the performance of its maintenance contractors. This is nicely exemplified by the Area 5 contract with Connect Plus M25 Ltd.

You will see from my web post, [M25 Contract – no financial penalties applied by HE](#), that HE have finally admitted that in the 4 year period to June 2018 they applied **no financial penalties** to Connect Plus M25 Ltd for failing to meet contractual maintenance standards.

However, I have been able to list 7 examples of blatant underperformance in this period. They are not just about litter. The first one relates to their failure to properly maintain my local HE junction - the Denham roundabout (M40 J1).

You will see that one of the mini roundabouts and a kerb have remained in a state of dangerous disrepair for 5 years. A bollard has been defaced by the same advertising sticker for the last 3 ½ years. Weeds grow unchecked through the paving, detritus is allowed to accumulate for years on end. Contractor debris in the form of iron stands, sand bags and cones are commonplace. Ditches and verges are infested with unchecked scrub making other tasks such as litter clearance that much more problematic. Yet this location is just a 2 minutes' walk from the contractor's depot.

Will you now demand that Highways England seek compensation from Connect Plus M25 Ltd for the 7 failures I have listed plus any others they can identify, and then implement a meaningful contract management regime for the future?

This is not a minor issue. Last year when the Audit Office drew attention to the high returns made by Connect Plus M25 shareholders they pointed out that HE were due to pay this contractor an estimated further **£8 billion** through to the end of the contract in 2040. Let's make sure we get what we are paying for.

I look forward to hearing from you.

Kind regards

Peter Silverman Ma MSc
www.cleanhighways.co.uk
01895 625770
07799 404766