



Department
for Transport

Department for Transport
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Our Ref: 253707

Your Ref:

DATE: 18th April 2019

Mr Peter Silverman

Dear Mr Silverman

Highways England - M25 contract failings

Thank you for your email of 20 March, to Jesse Norman, Roads Minister, regarding your concerns about the contract Highways England have with Connect Plus M25 Ltd. As you will be aware, Ministers receive large volumes of correspondence and are unable to answer each personally. I understand that Highways England have already responded to you separately, but I have been asked to reply on behalf of the Department.

There is no direct mechanism in the M25 DBFO contract to apply financial penalties for failure to collect litter specifically. Highways England conduct a regular Environmental Audit inspection to ensure Connect Plus meet their contractual obligations in respect of litter.

The contract includes a mechanism for awarding performance points where service levels are in breach of contractual obligations. When these performance points accumulate they trigger various sanctions, including increased reporting and additional monitoring. In extreme cases, if the performance of a contractor persistently falls below the terms of the specific contractual arrangements across a number of performance points, this could lead to termination through contractor default.

Some locations are more challenging to maintain by their nature, and as highlighted by Highways England, Denham roundabout is prone to flyposting, as well as requiring traffic management signs for ongoing works by Buckingham County Council. Highways England have recently removed the illegal signs and added the damaged items to their repairs programme. In addition, Connect Plus are proposing the clearance of all vegetation along the

ditch line adjacent to the Denham Car Boot Sale field to assist with the clearance of litter which often gets entangled in the vegetation.

Yours sincerely

Stephen Shuster