

Our ref: EIR 769,437

Ishrat Begum

[request-558929-6fcd2dbb@whatdotheyknow.com](mailto:request-558929-6fcd2dbb@whatdotheyknow.com)

Operations Customer Service Division  
Correspondence Executive  
The Cube  
199 Wharfside Street  
Birmingham B1 1RN

03 April 2019

Dear Ishrat Begum

### **Motorway Litter**

Thank you for your request under the Freedom of Information Act 2000, received on 7 March, requesting information on litter clearance.

I am dealing with your request under the terms of the Environmental Information Regulations 2004. This is because the information requested concerns measures and activities affecting or likely to affect elements of the environment or affect factors such as noise, pollution discharges and other releases into the environment.

In your request, you asked for the following information:

1. *How often must your companies clean litter from motorways?*
2. *How much are they paid to clean litter?*
3. *How is compliance measured?*
4. *Are they complying with the contract?*

I will answer each of your questions in order, below.

#### *1. How often must your companies clean litter from motorways?*

We are required to comply with the Environmental Protection Act and the associated 'Code of Practice', published by the Department for Environment, Food and Rural Affairs. The Code of Practice measures the concentration of litter and grades into four categories:

- Grade A – No litter or refuse
- Grade B – Predominantly free of litter and litter refuse apart from small items
- Grade C – Widespread distribution of litter and refuse with minor accumulations
- Grade D – Heavily littered with significant accumulations

To comply with our obligations, our service providers undertake general maintenance inspections along the motorways on a daily or weekly basis. From these inspections, they make arrangements to clear the litter within the timescales required by the code of practice.

Grade C must be brought back to a Grade A or B standard within 28 days, and Grade D within seven days.

*2. How much are they paid to clean litter?*

The way our Asset Support Contracts are structured is that a “lump” sum is paid for a wide range of general maintenance duties, such as general repairs, sweeping and cleaning duties and repairing potholes. These activities are performed on a routine and ad-hoc basis. Please see a previous FOI publication for more information on [planned budget for lump sum activities](#).

Asset Delivery contracts are given tendered rates which form part of the contract award process. They carry out work on specific sections of the network, and payment is made on completion of the task.

Where possible, works to do different types of maintenance are combined to give appropriate efficiencies and minimise impact on road users. Therefore, it is not possible to disaggregate the budget and spend on individual types of activities, as they are dependent upon each other.

More information on our maintenance contractors can be found on the attached network management map.

*3. How is compliance measured?*

Compliance is measured through the Collaborative Performance Framework (CPF). This measures the percentage of planned litter clearance activities undertaken in accordance with Highways England requirements. The performance scores are reviewed monthly and performance improvement plans are implemented, where required.

*4. Are they complying with the contract?*

Yes.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests.

Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number CRS 769,437 in any future communications.

Yours sincerely

**Operations Customer Service Division**