

Our ref: TO 252860

Mr P Silverman  
Email: [petersilverman@cleanhighways.co.uk](mailto:petersilverman@cleanhighways.co.uk)

Ian Clabon  
Bridge House  
1 Walnut Tree Close  
Guildford  
GU1 4LZ

12 April 2019

Dear Mr Silverman

### **Connect Plus Contract and litter**

Thank you for your email of 20 March, addressed to the Minister of State for the Department for Transport, Jesse Norman about our service provider, Connect Plus' performance. Ministers receive many thousands of items of correspondence each year and I am sure you will appreciate that it is not possible for them to reply individually to each one.

It is usual practice for correspondence to be passed to the policy team or organisation responsible for the issues that have been raised to reply on the Minister's behalf. Your email was passed to Highways England, as we have responsibility for the strategic road network and I have been asked to reply.

The M25 DBFO Contract payment mechanism is based on network availability and condition with adjustments related to congestion and safety outcomes. There is no direct mechanism to apply financial penalties for failure to collect litter.

However, the contract does include a mechanism for awarding performance points where service levels are in breach of contractual obligations. This covers failure to collect litter within the timescales set out in the DEFRA Code of Practice on Litter and Refuse. When these accumulate they trigger various sanctions under the contract.

Connect Plus carry out weekly inspections on our behalf to monitor litter levels through a grading system which is in accordance with the DEFRA Code of Practice. I can confirm litter and debris clearance was last carried out during the first week of April. Their next litter inspection will be in early May.

The Denham Roundabout is prone to flyposting. On 11 April we inspected the area and removed the illegal signs. During this inspection we found a damaged bollard and pedestrian guardrail which has been programmed for repair.

Please note, that currently there are a number of pre-set traffic management signs on the roundabout for ongoing works that Buckinghamshire County Council are undertaking.

If you would like any further information, please contact me at [Ian.Clabon@highwaysengland.co.uk](mailto:Ian.Clabon@highwaysengland.co.uk). Alternatively, our correspondence address is Bridge House, Walnut Tree Close, Guildford, Surrey GU1 4LZ.

Yours sincerely

*pp Jacqueline Laudy*

Ian Clabon  
Highways Manager