

Our ref: FOI 085/07  
Your ref:

[Name removed under the Data Protection Act]

[Name and address removed under the Data Protection Act]

Direct Line:  
Fax:

21 November 2008

Dear [Name removed under the Data Protection Act]

## **FREEDOM OF INFORMATION REQUEST A3 INCIDENT ON 16 JUNE 2008**

I am writing to confirm that we have now completed our search for the information which you requested on 24 October 2008. As requested, I have attached a copy of all the relevant records we have of the incident on 16<sup>th</sup> June for your information. These are included in the following Annexes:

- **Annex 1:** An extract from our contractors Network Control Centre Database.
- **Annex 2:** A copy of our contractors (Carillion) Incident Report form.
- **Annex 3:** An extract of the Teams/ISU Assignment database.
- **Annex 4:** Carillion's method statement for dealing with reports of canine fatalities.

In answer to your questions concerning the incident and the reporting process, we can now provide the following information:

**1. What time of the evening you received the P number and message from the Police.**

The message was received from the Police and logged by our operator at 19:16 hours on 16 June 2008 (Annex 1).

**2. When you conveyed the message to your team or what precise team and their details to go and pick up the dog.**

The message was relayed to our contractors Incident Support Unit (ISU) at 19:18 hours (Annex 3). According to the extract from the Network Control Centre Database (Annex 1), the message given was that there was a "dead dog on the

hard shoulder somewhere between Painshill and Wisley” on the A3 southbound carriageway.

**3. What time they actually went to that stretch of the road, and look for the dog, in fact did they go to the correct part?**

The ISU travelled along the A3 in both directions from the Ockham junction to Tolworth Junction. The ISU attended the scene at 19:50 hours and had completed their search at 20:50 hours (Annex 2 – time on/time off).

**4. What report did they file and at what time?**

The Incident Report Form (Annex 2) is attached for your information. The incident was logged on to our system as closed at 20:58 (Annex 1).

**5. How and when was that report sent back to the Police at which station and in what form?**

Surrey Police were informed by telephone between at 20:57 hours (Annex 1 – Progress/ Update entry). The message that the A3 had been searched on both carriageways and a dog hadn't been found was passed back to the Police at the Godstone Regional Control Centre.

The Police at the Regional Control Centre received two further telephone calls from members' of the public concerning a canine fatality on the A3. Unfortunately, the body of the dog reported could not be located by our crew and so we are unable to explain what happened to the remains.

You also ask about the processes and procedures followed with regard to canine fatalities on our network. Please refer to Annex 4, a copy of the method statement for dealing with reports of canine fatalities used by Carillion, our contractor for the area which includes this section of the A3.

I am sorry that this is not the answer you were hoping for.

In keeping with the spirit and effect of the Freedom of Information Act, all information is assumed to be releasable to the public unless exempt. We will, therefore, be releasing to the public the information you requested, together with any related information that will provide a key to its wider context via our website: <http://www.highways.gov.uk/>

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

If you are unhappy with the way we have handled your request, you may ask for an internal review. A leaflet detailing our internal review process is available. If you require a copy, please phone the Highways Agency Information Line on 08457 50 40 30; or e-mail [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.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 the reference number above in any future communications.

Yours sincerely

[Name removed under the Data Protection Act]