

Our ref: CRS 614,815  
Your ref:

**Network Operations (East)**  
Woodlands  
Manton Lane  
Bedford MK41 7LW

Direct Line:  
Switchboard:

21 July 2009

Dear

**FREEDOM OF INFORMATION ACT REQUEST, INCIDENTS ON THE A12 BYPASS  
PHASE 2 WORKS ON THE 20 MARCH 2009**

Further to our letter dated 7 July I am writing to confirm that we have now completed our search for the information which you requested on 2 July, a copy of the information is enclosed. Under the Data Protection Act, personal information has been redacted.

We do not hold any CCTV footage of any incidents on the 20 March.

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 simultaneously 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/>

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

**John Gallacher**  
Programming, Performance and Transactions Team Leader