

From: Highways [REDACTED]@warwickshire.gov.uk
Subject: Fw: Complaint Ref: [REDACTED]
Date: 5 July 2024 at 15:13
To: [REDACTED]

SH

OFFICIAL

OFFICIAL

Dear Mr [REDACTED]

I am in receipt of your complaint regarding the recent removal of two concrete bollards and installation of 2 panels of pedestrian guardrail.

I have read through the details you have kindly provided. As mentioned in your attachment you have already been afforded a lot of information about why the bollards were removed and it has been advised that route is not a dedicated cycle route, it is a footway. Officers quite often have to deal with conflicting priorities and have limited choices, often being lead by Elected Members. It is often quite challenging to be able to accommodate all highway users and deal with anti-social behaviour as in this case . I have spoken to the local ward Councillor who has confirmed that the residents raised concerns to him about theirs and their families safety being put at risk because of the speeding motor cyclists are now very satisfied, feel a great deal safer and their quality of life has improved.

In response to your specific questions:

1. I have spoken with the Councillor involved with the original request and he is satisfied with the guardrail that is currently in place and it is not our intention to remove / replace them.
2. No timescale as they are not being removed.
3. In terms of highway maintenance of existing assets we will continue to operate in accordance with our current practices.
4. There are no plans currently to review historical assets and infrastructure, as mentioned above.

I appreciate this is unlikely to be the response you were hoping for and I am sorry I can't be more positive. However, I would like to reassure you that there are a great many hard working Officers within the Council that are doing their best on a daily basis in very difficult circumstances.

Kind regards

[REDACTED]
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