

**From:** [REDACTED]  
**Subject:** Re: Complaint Ref: [REDACTED]  
**Date:** 5 July 2024 at 15:49  
**To:** Highways [REDACTED]@warwickshire.gov.uk

B

Dear [REDACTED]

Thank you for your response, however I find it unsatisfactory. In it, you reiterate points that are already known and indeed have formed the basis of the complaint. That is not responding to the issues which I have raised. Further, the standard of this response does not justify the time taken in providing it.

As I had detailed, the County Council has operated without regard to current legislation nor its own policies; it has created an obstruction with no reasonable alternative provision which is likely unlawful under the Equality Act; it has not attempted to justify its actions through formal data gathering to determine the actual extent of an issue; regardless, it has chosen to hinder and punish lawful users for the behaviour of a minority of antisocial users which should be dealt with by police action; it has ignored long-standing access to a formal shared use route that has been used as a defacto shared use space for over twenty years which would make the space a bridleway under common law usage; it has not considered other issues arising from the implementation of the barrier.

I refer you back to the original document, for the County Council to deal with it properly and to provide a satisfactory reply. In it, the reply should properly consider all of the points raised, respond to them, also give a full reply to each of the numbered points, and then also to the subsequent request asked in the paragraph immediately following point four on the final page, where it is appropriate as detailed in that paragraph.

Please provide this by the end of business on Friday 12 July 2024. In the event that the County Council fails to respond in a satisfactory manner or misses this deadline, the complaint will require escalation.

Regards,

Ben

On 5 Jul 2024, at 15:13, Highways [REDACTED]@warwickshire.gov.uk> wrote:

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]

Highways [REDACTED]  
Environment, Planning & Transport  
Communities  
Warwickshire County Council

Tel: [REDACTED]  
email: [REDACTED]@warwickshire.gov.uk

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