

22 January 2021

Please contact Information Governance  
Direct line 024 7697 5408  
[infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

Dear [REDACTED]

**Freedom of Information Act 2000 (FOIA)**  
**Request ID: REQ07938**

Thank you for your request for information relating to the Rainbow Crossing and wayfinding columns project

Your request and our responses are outlined below:

**1. For what reason was the rainbow crossing in Coventry city centre removed?**

We can advise that the contractor that supplied the markings, reinstalled the works as they were unhappy with the installation when they inspected. The markings were removed and re-laid within a 24 hours period.

**2. At what cost was the crossing removed?**

Nil. There was no cost to the Council as the contractor undertook the removal and installation at their expense.

**3. Were local businesses in the vicinity notified prior the initial installation?**

The crossing has been discussed with the traders in March 2020 leading up to the PRIDE event, which was unfortunately cancelled. A commitment was made to install the crossing which the Council completed.

**4. What was the overall cost for project including any planning, installation, repair and subsequent removal?**

The installation and materials for the rainbow crossing was £6,141.60 and the traffic management provision was £780.70. There will be no repair costs for a period of 5 years from installation.

**5. As it stands, are there plans to reinstall the rainbow crossing?**

The crossing was installed the following day after removal as the surfacing needed to be prepared overnight.

**6. In regards to question five, if so, what are the estimated future costs?**

There are no estimated future costs for the crossing.

**7. To be provided with relevant reports, written communications, etc on the circa 2015 interactive outdoor wayfinding columns project, specifically relating to issues the project experienced and its scrapping.**

We may hold the information which you have asked for but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held.

All the project documentation forms part of a wider project delivery programme and therefore the requested information is not easily identifiable from our systems. We have estimated that a manual trawl through all records will exceed 18 hours work. This part of your request has therefore been refused under section 12(2) of the Act.

Alternatively, it may be possible that you could narrow down the scope of your request, for example, by being more specific about what information you particularly wish to obtain, including any dates or periods of time relevant to the information required. Please note that any reformulated request, will be treated as a fresh FOI request.

**8. What was the City Council's budget for the aforementioned project?**

£364,796

**9. What was the final spend on the project?**

£286,303

**10. Based on any internal measures, does the City Council view the project as being a success in relation to its initial goal?**

This project was part of a wider public realm scheme funded by ERDF [European Regional Development Fund]. The aim of this project was to deliver 15 wayfinding totems. The key performance indicators were the completion of the Activity Schedules within the NEC3 contract. The Activity schedules were as follows:

- web design of the interactive screen
- the actual design of the totems
- the locations for the totems
- manufacture & installation of the totems

The project was delivered in accordance with the activity schedules and therefore was deemed as successful.

**11. If held, to be provided with figures relating to the usage of the wayfinding columns. May be collated into annual numbers for your ease.**

We can confirm that there are no usage figures on record. We are therefore advising you as per Section 1(1) of the Act, that this information is not held by the Council.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its FOI/EIR [Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**